U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100147

Date Received
2004 APR -1 PM 12:05
12-FEB-2004

Repository ☐

Reference No.
10057981

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City LITTLE FALLS | State NJ | Zip Code [redacted]

Telephone Number [redacted] | E-mail Address

Evening Telephone Number [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
4M2DU86E12ZJ03900	MERCURY	MOUNTAINEER	2000

Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
11/0.	WAYNE LINCOLN-MERCURY 973 696 9700		No. Cylinders 6	REG UNLEADED
Original Owner ☐	Dealer's City	State / Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
AUTO AWD	☐ Antilock Brakes ☑ Cruise Control	AUTO/AWD	103000 POWER TRAIN:AUTOMATIC TRANSMISSION
			Multiple Failure: 1 (8)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
12-MAY-2001	12-26-01 FIRST	0-5	TRANS

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe to detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

WHEN ACCELERATING DRIVER HEARD A KNOCKING NOISE, AND VEHICLE LOST ACCELERATION. *AK
- BANGS INTO GEAR WHEN ACCELERATING + DECCELERATING - 12/26/01
- BUCKS + BANGS IN GEAR WHEN MOVING - 12/31/01
- TRANS JERKS, BUCKS, BANGS IN + OUT OF GEAR - 7/15/02
- TRANS BANGS INTO GEAR WHEN MOVING > 8/6/02
- TRANS WINING INTO GEAR
- O/D LIGHT FLASING ON/OFF - CHECK TRANS LIGHT ON > 12/22/03
- NO POWER - HARD TO GET IN GEAR

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Car has been disabled many times - unable to put into gear & use

- UNSAFE - UNRELIABLE - has put my family & self in jeopardy

- Ford unwilling to classify as "lemon"

U.S. Department of Transportation
National Highway Traffic Safety Administration
[illegible] Seventh St., S.W.
[illegible]ington, D.C. 20590

[illegible]al Business
[illegible]ty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 7578 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

93

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

YES! I HAVE A QUESTION OR OWN

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY COMPLETE THIS FORM OR

DASH2DO

and dial toll free at

1-888-DASH-2

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT

U.S. Department of Transportation
National Highway Traffic Safety Administration

[redacted]

Date:

To: To Whom it may concern

From: [redacted]

HJ

Cell [redacted]

Pages:

Subject: Please call me with any questions regarding my Investigation

Thank

[redacted]

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).