



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 100222

Date Received 2004 AUG 12 PM 5:00
13 JUL 2004

Repository
Reference No. 10081809

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MESA State AZ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT forward this report or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 7/27/04 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1HELM13P4YW [REDACTED] Make MERCURY Model TRACER Model Year 1987
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: No. Cylinders [REDACTED] Fuel Type: Gas
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 141000 AIR BAGS:FRONTAL Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 12-MAY-2004 Failure Mileage 108000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R16) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident, failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police 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).

THE AIR BAG SENSOR WAS DESTROYED BY WATER CONTAMINATION WHILE VEHICLE WAS IN CONSUMER'S DRIVEWAY AND AIR BAGS DEPLOYED. THE WINDSHIELD BLEW OUT, AND THE DASHBOARD WAS DESTROYED. MANUFACTURER WAS CONTACTED AND REFUSED TO ACCEPT RESPONSIBILITY. VEHICLE HAD NOT BEEN REPAIRED. *AK

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

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the Federal Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

I WAS NEVER NOTIFIED ABOUT THE RECALL. HAD THE REPAIRS BEEN DONE, THIS WOULD NOT HAVE HAPPENED. AIR-BAGS DEPLOYED AT 6:30 AM. MY CAR HAD BEEN SITTING IN MY DRIVEWAY ALL NIGHT. ESTIMATED DAMAGES \$12,500.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 79178 WASHINGTON, D.C.

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

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



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

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DOT Auto Safety Hotline
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U.S. Department of Transportation
National Highway Traffic Safety Administration
<http://www.nhtsa.gov/odjpd/defects>

[REDACTED]
MESA, AZ.
[REDACTED]

WILLIAM CLAY FORD JR.
C/O MERCURY-DIVISION
16800 EXECUTIVE PLAZA DR.
DEARBORN, MI 48126

DEAR SIR:

IN JANUARY 1999 I PURCHASED A USED 1997 FORD MERCURY TRACER/ 4 DOOR SEDAN
VIN#1MELM13P4VW [REDACTED]

IN THE MORNING OF 5/11/04 BOTH AIR BAGS DEPLOYED WHILE THE CAR WAS PARKED
IN MY DRIVEWAY, CAUSING \$2,000 TO \$2,500 WORTH OF DAMAGE TO MY CAR. THIS
WAS CAUSED BY MOISTURE INTRUSION INTO THE AIR BAG MODULE AND CONNECTORS.
I HAVE SINCE LEARNED THAT THIS YEAR AND MODEL IS BEING RE-CALLED FOR THIS
VERY REASON. MY CAR HAS NOT BEEN RE-CALLED NOR HAVE I BEEN NOTIFIED OF THE
PROBLEM.

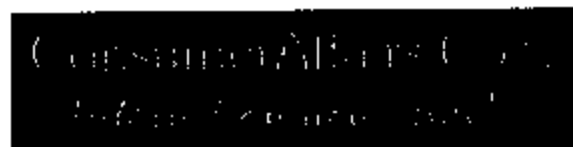
FIESTA FORD IN MESA AZ. EXAMINED MY CAR AND FOUND THAT THE WATER INTRUSION
WAS CAUSED BY A PIN HOLE LEAK IN MY HEATER CORE, AND STATED THAT THE
DAMAGE IS NOT COVERED BY THE RE-CALL. I DISAGREE. HAD MY CAR'S AIR BAG
MODULE BEEN PROPERLY INSULATED AGAINST MOISTURE INTRUSION. THIS WOULD
NOT HAVE HAPPENED.

I INTEND ON PURSUING THIS MATTER FURTHER, FOR I FEEL THAT THIS COULD HAVE
BEEN A POTENTIAL DANGEROUS SITUATION. I THINK THAT FORD MOTOR COMPANY
IS LIABLE FOR MY DAMAGES

PLEASE CONTACT ME, REGARDING THIS PROBLEM, BECAUSE I HAVE NOT BEEN ABLE TO
GET A SATISFACTORY ANSWER DEALING WITH FORD BY TELEPHONE.

YOURS TRULY
[REDACTED]

*COPY OF LETTER SENT TO
THE FORD MOTOR COMPANY*



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Auto & Truck Recalls

Make: MERCURY

Model: TRACER

Year: 1997

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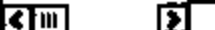
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NHTSA CAMPAIGN ID Number: - 0.

Component: - AIR

BAGS:FRONTAL:SENSOR/CONTROL

Manufacturer:

FORD MOTOR COMPANY

Year:

1997

Make:

MERCURY

Model:

TRACER

Potential Number of Units Affected:

396217

Manufactured From

11/02/1995

Manufactured To

09/05/1997

Type of Report:

Vehicle

Defective Summary:

ON CERTAIN PASSENGER VEHICLES, THE INTEGRATED AIR BAG MO