



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 241

Date Received: 28-OCT-2004  
Repository:   
Reference No.: 11  
TOD97899

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: HOUSTON State: TX 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 provide your name or address to the vehicle manufacturer.  
 YES  NO  
Signature of Owner: \_\_\_\_\_ Date: 11.19.04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: MODEL IMELM13PSV [Redacted]  
Make: MERCURY Model: TRACER Model Year: 1987  
Date Purchased: 15-APR-00 Dealer's Name and Telephone Number: MARONEY AUTO SALES  
Original Owner:  Dealer's City: HOUSTON State: TX Zip Code: 77022  
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): 03-SEP-2004  
Failure Mileage: 20000  
Failure Speed: 35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: DISCOUNT TIRES Tire Model (Name or Number): UNUSUAL Tire Size (Example P215/65R15): 13"  
DOT No. (Example: DOTM18ABC036)  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: UNKN Model No./Name: \_\_\_\_\_  
Seat Type: Cloth Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

APPLICABLE INCIDENT INFORMATION

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

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 1 Number of Deaths: 0 Reported to Police: Y

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).

CONSUMER VEHICLE HIT ANOTHER VEHICLE'S BUMPER AT AN IMPACT OF 35 MPH, AND NEITHER FRONTAL AIR BAG DEPLOY. DEALER WAS NOTIFIED.\*AK  
Reply there WAS NO ~~problem~~ with the AIR BAG, there had NOT BEEN ANY tampered with the inside car. I talked to someone at Mr. Maroney I was told the mercury Tracer had BEEN RECALLED before it was sold to me. after I needed the CAR.

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

The Privacy Act of 1974-Public Law 93-578 This information is requested pursuant to authority vested in the National 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)

97 Mercury Thacker Hit the back of a truck go. by  
30 to 40 miles per hr. Air bag did not come out

1 Passenger Hammond's was injured my right shoulder &  
Neck was injured also my lower back was injured.

Accident Date 4-5-04 3pm

Accident - [REDACTED]

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 73173 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

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**VEHICLE  
OWNER'S  
QUESTIONNAIRE**



**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

State Farm County Mutual Insurance Company of Texas



November 9, 2004

Total Loss Unit, Team 25  
P.O. Box 149208  
Austin, TX 78714-9208

Office: (888) 888-2114 Toll Free  
Fax: (888) 888-4592 Toll Free

[REDACTED]  
Houston, TX [REDACTED]

RE: Claim Number: [REDACTED]  
Date of Loss: August 5, 2004  
Our Insured: [REDACTED]

Dear [REDACTED]

Concerning your 1997 Mercury Tracer involved in this loss, you advised us in August that your attorney would go by Bayou City Auction Pool to inspect the vehicle, so we had the sale delayed until late October. We received no communications from an attorneys office with reference to inspecting the vehicle. The salvage yard inadvertently sold the salvage. If you or your attorney wish to inspect contact the buyer, [REDACTED] Mission TX [REDACTED] phone [REDACTED] owner [REDACTED]. He is a Spanish speaker only.

Sincerely,

*Sheila Evans/Am*

Sheila Evans - Team 25  
Claim Representative  
(888) 888-2114 Ext. 25

State Farm County Mutual Insurance Company of Texas