



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 DEC 21
24-NOV-2004

Repository ☐

Reference No.
10101825

OWNER INFORMATION (Type or Print)

Name

Address

City

FEASTERVILLE TREVISE

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

4M2ZU86W52U

Make

MERCURY

Model

MOUNTAINEER

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number
REEDMAN AUTO WORKS 215-787-4881

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☒

Dealer's City

LANGHORNE

State

PA

Zip Code

19047

Transmission Type

☒ Antilock Brakes

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

13000 VISIBILITY: WINDSHIELD WIPER/WASHER

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

13-SEP-2004

Failure Mileage

50000

Failure Speed

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: DOTM19ABC036)

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

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 WINDSHIELD WIPERS WORK VERY SLOW AND THE WASHER SPRAYS ALL OVER THE WINDSHIELD AND WILL NOT STOP. THE CONSUMER TOOK THE VEHICLE TO THE DEALER WHO REPLACED THE MULTI FUNCTION SWITCH, AND THE PROBLEM CONTINUES. *MM

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 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.

On wed.11-17-04 I dropped my 2002 Mercury Mountaineer off at Reedman for repairs that were going to be done on Thurs 11-18-04.I told them that the wind shield wipers would work well for the first 10,15,20 minutes and then they would begin to move very slowly and squirt wind shield wiper fluid on the front window making it extremely hard to see in the rain.I picked the car up on Fri.11-20-04. I began to drive home and at a stop light looked at the paper work they had given me. They did not repair the wipers because they could not duplicate the problem. So I turned the wipers on and they began to malfunction in 5 minutes.I called reedman on my cell phone and told them I was coming back with the wipers malfunctioning so they could see the problem. I talked to 2 servicemen when I got there and they told me that there have been problems with the multifunction switch. They replaced the switch on 11-23-04. I picked the car up on 11-23-04. Paid \$236.78 on my visa and proceed home with the wipers on. Half way home the wipers did the same thing (moved very slow and squirted washer fluid). I called Reedman and made an appointment for next Thurs. This is a safety issue Mercury should be aware of! Please Help,

I did not wait until the following Thursday to drop the car off. I called Reedman back on Friday 11-26-04 and dropped the car off that evening. I returned home from deer hunting on 12-3-04 and called Reedman and the car was still not repaired. They told me that they had driven the car that day in the rain for over a 100 miles to duplicate the problem. They said that they needed to replace the Micro processor Assy (PP# 3L2Z-17508-AA WPR ASY) \$159.31. The car was repaired on Friday 12-3-04, I picked the car up that evening. It is now 12-6-04 and I have not been able to duplicate the problem.

When I was talking to the service manager over at Reedman, he told me that they have had a lot of problems with the multi function switch malfunctioning in mercury vehicles. Why doesn't Mercury have a recall on this item. I have spent over \$350.00 and loss the use of my vehicle for over 15 days. This was and maybe still is a very serious safety problem that I feel Mercury should be responsible for. Thanks for your concern,

**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).**