

U.S. Department
of TransportationNational 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

Date Received

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

MAY -6 AM 9:00

10120435

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

Zip Code

Abilene TX

 Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of a signature, please print the name and address to the vehicle manufacturer.

Signature of Owner

Date 4/6/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of
windshield on driver's side)

Make

Model

Year

4M2ZU66EX2U

Mercury

Mountaineer

2002

Purchased Date

Dealer's Name

Engine Size
(CID/CC/L)☐ Turbo
☐ Diesel

4/30/04

JIM BASS FORD

No. Cylinders

☒ Gas
☒ Fuel Injection☐ New ☐ Used

Dealer's City

State

Zip Code

SAN ANGELO

TX

76902

Manufacture Date
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

☐ Manual☒ Driverside Air Bag☐ Motorbelt☒ Yes☐ Front☐ Car☒ Sport Utility☐ 2-Door ☒ 4-Door☒ Automatic☒ Passengerside Air Bag☒ 2-Point Belt☐ No☒ Rear☐ Van☐ Truck☐ Stationwagon☐ Minivan☐ Motorcycle☐ Pick Up Truck☐ Other☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

Failed Part(s)

Handicap Adaptive Equip

TAILGATE WINDOW

☐ Left☐ Right☐ Original☐ Yes☐ Front☐ Rear☐ Replacement☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s):

Failed Part(s)
Available?NHTSA Previously
Contacted?☐ Yes ☐ No☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☒ No☐ Yes ☒ No

0

0

☒ Yes ☐ No

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

I left my home to run errands. A short distance from my home (N.4th & Mulberry, Abilene, Texas) a warning light came on indicating a "door ajar". I pulled into a church parking lot (Grape Street Church of Christ, Abilene, Texas) to check the doors.

I made the rounds of all 4 doors and the warning light was still on. I released and closed the hatch back and the warning light remained on. I then returned to the rear of the Mountaineer and raised the tailgate window which shot out of my hand and shattered into many, many pieces. A close inspection revealed one of the hinges on the tailgate window had separated from the car which caused the window to go awry and shatter.

ie on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882