

Jimenez, Alberto

From: Yede Dennis [Y.Dennis@datatrak-dc.com]
Sent: Tuesday, January 03, 2006 9:43 AM
To: Cruz, Maria; Jimenez, Alberto
Subject: Request for a copy of her Complaint

[REDACTED]
Staten Island, NY [REDACTED]
ODI number 10128204
[REDACTED]

INVOIC

[REDACTED] filed a complaint in June and never received a copy of her complaint by postal mail

Yede-Michelle Dennis
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1/9/2006

1/3/06

[REDACTED]
Staten Island, NY [REDACTED]

NVS-216 aaj
Ref. No. 10126204

Dear [REDACTED]

This is in response to your January 3, 2006 telephone call to the Vehicle Safety Hotline concerning the report you submitted using the Vehicle Owner's Questionnaire (VOQ) that is available on our Web site. You stated that you had not received a copy of that report.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted.

Information submitted by vehicle owners using our Web site VOQs are automatically entered into our complaint database, and data is then available to National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation investigators for review and analysis to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. Further, copies are not provided to the vehicle owner because there is a provision for the submitter of the report to print a copy of the report before committing it. However, enclosed is a copy of your report. We apologize for any confusion this may have caused you.

We could not locate a recent safety recall on the Ford Expedition vehicle due to a water leak. It may have been a customer satisfaction recall (non safety), which are not recorded in our files. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the New York Office of the Attorney General for assistance regarding your windshield problem.

Sincerely,


Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



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 100148

Date Received

22-JUN-2005

Repository ☐Reference No.
10126204

OWNER INFORMATION (Type or Print)

Name

Address

City STATEN ISLAND

State NY

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

4MZZJ86E62U

Make

MERCURY

Model

MOUNTAINEER

Model Year

2002

Date Purchased
30-AUG-01Dealer's Name and Telephone Number
DANA LINCOLN MOTORSEngine:
No. Cylinders 5Fuel Type:
GasOriginal Owner
☒Dealer's City
STATEN ISLANDState
NY

Zip Code

Transmission Type
AUTOMATIC☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code
131000 VISIBILITY:WINDSHIELD

Multiple Failure: 20

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
22-JUN-2005

Failure Mileage

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: D0THAL9ABC036)

☐ 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 a part is available).

ON NATIONAL TV THERE WAS A RECALL FOR FORD EXPEDITION REGARDING WATER LEAKING FROM THE WINDSHIELD WITH THE INTERIOR BEING SOAKED ON A RAINY DAY. I OWN A MERCURY MOUNTAINEER 2002, AND AM EXPERIENCING THE EXACT SAME PROBLEM FOR ABOUT 5 MONTHS, AND UNTIL RECENTLY IT HAS WORSENEED. WHEN I CALLED FORD ON 6/22/05, THEY EXPLAINED THAT MY VEHICLE ID WAS NOT PART OF THE RECALL. I WOULD GREATLY APPRECIATE HAVING THIS INVESTIGATED SINCE IT SEEMED TO BE QUITE DANGEROUS FOR A WINDSHIELD TO BE LEAKING WATER. WHEN I TOUCH THE GLASS WINDSHIELD I CAN ACTUALLY MOVE IT. WHAT IF I HIT A POT HOLE... COULD THE GLASS SHATTER AND BREAK FROM LACK OF STABILITY. I DRIVE DAILY WITH MY THREE CHILDREN, AND AM VERY CONCERNED ABOUT HAVING THE MANUFACTURER FIX THIS PROBLEM. SHOULD I HAVE A NEW WINDSHIELD PUT IN? WILL THIS FIX THE PROBLEM OR JUST TEMPORARILY STOP THE WATER FROM LEAKING INSIDE? I WOULD APPRECIATE ANY DIRECTION IN THIS MATTER. *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 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.