



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

Repository ☐

AM 9:40
07-DEC-2006

Reference No.
10175441

OWNER INFORMATION (Type or Print)

Name

Address

City

MARLBOROUGH

State

CT

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?

In the absence of a signature, please provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/15/06

☒ YES

☒ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

~~4M2DU86K332~~ 4M2DU86K332

Make

MERCURY

Model

MOUNTAINEER

Model Year

2003

Date Purchased

8/03

Dealer's Name and Telephone Number

Morande

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

Manchester

State

CT

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

162600 STRUCTURE: BODY: HATCHBACK/LIFTGATE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-AUG-2004

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: 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

0

Number of Deaths

0

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).

DT*: THE CONTACT STATED "ON 8/23/04, THE REAR LIFTGATE WINDOW OF MY 2003 MERCURY MOUNTAINEER VIOLENTLY EXPLODED WHILE PARKED. THE FORCE OF THE EXPLOSION SENT GLASS FLYING INTO THE REAR OF MY VEHICLE AND INTO THE PARKING LOT. THE DEALER HAD MY CAR FOR 9 DAYS BEFORE FORD SENT A REPRESENTATIVE TO VIEW THE DAMAGE. AGAINST SEVERAL OPINIONS, FORD DENIED RESPONSIBILITY BECAUSE THERE WERE DOG CRATES IN THE BACK. THESE CRATES HAD BEEN IN MY MOUNTAINEERS FOR YEARS & DIDN'T EVEN COME CLOSE TO THE WINDOW. I FOUND DOZENS OF IDIOPATHIC EXPLODING LIFTGATE INCIDENTS ON THE NHTSA SITE FOR THE FORD EXPLORER AND MERCURY MOUNTAINEER - AT THE TIME, NHTSA ADVISED THAT FORD WAS ABOUT TO ISSUE A VOLUNTARY RECALL. I DID GET THE RECALL WEEKS AFTER THE INCIDENT, BUT MY ATTEMPTS TO OBTAIN REIMBURSEMENT FROM FORD FOR REPAIR OF THIS DEFECTIVE LIFTGATE GLASS FOR MYSELF AND MY INSURER WERE UNSUCCESSFUL. MY COMPLAINT MADE IT TO THE EXECUTIVE OFFICES OF FORD, BUT THEY WOULD NOT EVEN TALK TO ME BECAUSE MY INSURANCE COMPANY WAS NOT SUBROGATING - THE CLAIM WAS JUST TOO SMALL FOR MY INSURER TO PURSUE. HOWEVER, THERE IS A PRINCIPLE INVOLVED, AND I AM COMPLETELY DISGUSTED WITH FORD MOTOR COMPANY. I HAD THE CAR REPAIRED BY INSURANCE AFTER I PAID THE DEDUCTIBLE, AND THEN A COUPLE MONTHS LATER, THE RECALL WORK FOR THE LIFTGATE WAS DONE BY MY DEALER. RECENTLY, I NOTICED THAT THE NEW LIFTGATE HAS AN EVER ENLARGING CRACK DOWN THE CENTER OF

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.

THE
LIFTGATE
FRAME
COVERING.