



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

February 23, 2007

[REDACTED]
[REDACTED]
Concord, MI [REDACTED]

NVS-216 mw
Ref. No. 10181644

Dear [REDACTED]:

Thank you for your report dated December 27, 2006 concerning inadvertent deployment of the side curtain airbags in your 2003 Mercury Mountaineer vehicle. The State of Michigan Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) for a response. Your correspondence was received on February 2, 2007.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] the 2003 Mercury Mountaineer was one of the first vehicles to offer a side airbag system called a Safety Canopy system. The system automatically deploys the vehicle's side-curtain bags if the system detects that the vehicle is beginning to roll over. While you may have been traveling at 45 miles per hour, the vehicle must have detected a potential roll over situation causing the side curtain air bags to deploy. A review of our database relative to problems associated with inadvertent deployment of the side curtain air bags in 2003 Mercury Mountaineer vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. However, the information you provided has been entered into our database and will be considered with other reports to identify any safety defect trends that may require our attention.



NHTSA
People Saving People
www.nhtsa.dot.gov

DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass", written in a cursive style.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement