



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: 2007 04 - 6 PM 12:37
27 APR 2007
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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: DAVIE State: FL Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide your name or address to the manufacturer of your vehicle?
In the absence of an authorization, provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 05/01/07 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1MEFM59S13A [Redacted]
Make: MERCURY Model: SABLE Model Year: 2003
Date Purchased: 15-NOV-03 Dealer's Name and Telephone Number: [Redacted] Engine: No. Cylinders: 6 Fuel Type: Gas
Original Owner: Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted]
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 138200 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM: REAR WINDO
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 09-FEB-2007 Failure Mileage: 40500 Failure Speed: [Redacted] Cooling motor (corrosion)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTMALSABC096): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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).

TL*THE CONTACT OWNS A 2003 MERCURY SABLE. THE CONTACT STATED THAT THE WINDOWS FOGGED UP AND THE DEFOGGER FAILED TO ACTIVATE. THE DRIVING VISIBILITY WAS REDUCED AS A RESULT. PRIOR TO THE DEFOGGER FAILING THE CONTACT NOTICED WATER ON THE DRIVER'S SIDE FLOOR. THE VEHICLE WAS STILL HAVING THIS FAILURE, AND VEHICLE HAS NOT YET BEEN INSPECTED BY THE DEALER. THERE WAS RECALL # 03V087000 CONCERNING VISIBILITY:WINDSHIELD, BUT THE CONTACT'S VEHICLE WAS NOT INCLUDED. THE CURRENT MILEAGE IS 42,000, AND FAILURE MILEAGE WAS 40,500. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) 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.

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

Fan motor failed in this vehicle due to corrosion caused by water intrusion into the vent. The motor seized and failed to defog the windshield, while traveling under adverse weather conditions, which represents a safety hazard. A Ford-Mercury dealer stated that my VIN is not covered by the leaky windshield recall. The fan motor was replaced by at my own cost (please see the bill).

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300

FT LAUDERDALE

25 JUN 2007 PM 2:1



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

20590+9998



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

**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).**