



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

2007 NOV 29 AM 10:04
02-NOV-2007

Reference No.

10207736

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City ST GEORGE

State UT

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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
3MELM653 [REDACTED]

Make MERCURY

Model MOUNTAINEER

Model Year 1997

Date Purchased 01-FEB-07

Dealer's Name and Telephone Number _____

Engine:
No: Cylinders 4

Fuel Type:
Gas

Original Owner

Dealer's City _____

State _____

Zip Code _____

Transmission Type AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain FRONT WHEEL DRIVE

Vehicle Component Code
121200 EXTERIOR LIGHTING:HEADLIGHTS:SWITCH

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-NOV-2007

Failure Mileage 90000

Failure Speed 55

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).

TL*THE CONTACT OWNS A 1997 MERCURY MYSTIQUE (NA). WHILE DRIVING 55 MPH, THE TAIL LIGHT AND INSTRUMENT PANEL LIGHTS FAILED TO ILLUMINATE. THE CONTACT NOTICED A SMOLDERING SMELL COMING FROM THE VEHICLE. THE MECHANIC STATED THAT THE HEAD LAMP SWITCH TERMINAL BURNED AND THE WIRING HARNESS CONNECTOR WAS DAMAGED. THE MANUFACTURER STATED THAT HER VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 99V103000 (EXTERIOR LIGHTING: HEADLIGHTS: SWITCH). THE FAILURE AND CURRENT MILEAGES WERE 90,000.

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.

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

Tail & dash lights would NOT come on. Took to Automotive Diagnostic Center (enclosed) Have not took to Mercury dealer because they want [redacted] to do the same as Hummel's. I do believe that this IS A factory defect. Also have made a report (www.SaferCar.com) [redacted] Confirmation # 10207736 [redacted]

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

PROVO UT 845

23 NOV 2007 PM 1 T

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

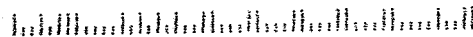
BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

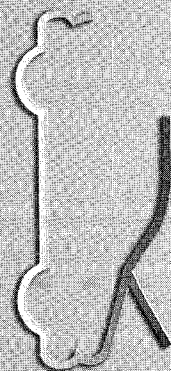
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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

2055030000



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

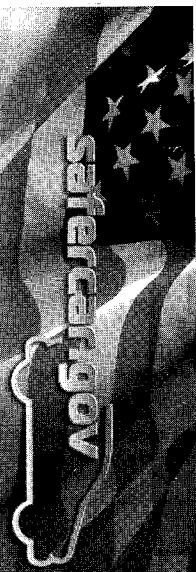
www.safercar.gov

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 EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).