



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 ☐

Reference No.

10216918

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

OLYMPIA

State WA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an owner's name or address to the vehicle manufacturer.

Signature of Owner

Date 3/12/08

VEHICLE INFORMATION

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

4M2ZU66W52

Make

MERCURY

Model

MOUNTAINEER

Model Year

2002

Date Purchased
24-DEC-05

Dealer's Name and Telephone Number

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

070000 FUEL SYSTEM, GASOLINE

Multiple Failure: 60

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-APR-2006

Failure Mileage
60000

Failure Speed
0

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: DOTM9ABC036)

☐ 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 2002 MERCURY MOUNTAINEER. WHILE ATTEMPTING TO PLACE FUEL IN THE VEHICLE, THE NOZZLE STOPPED AFTER THREE GALLONS AND GAS BEGAN SPILLING OUT. THE FUEL GAUGE INDICATED THAT THE GAS TANK WAS EMPTY. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY PERFORMED AN UNKNOWN REPAIR. HOWEVER, THE FAILURE CONTINUED. THE FAILURE MILEAGE WAS 60,000 AND CURRENT MILEAGE WAS 78,140.

From July 06 I have been having difficulties pumping gas- when putting gas in my tank the pump would lock as if my tank were full and that would be within 3-10 seconds of me pumping gas. Sometimes the gas would spit out within the same time it locked, when the gas would flow without locking it would begin to overflow out of the tank. I took the car to get looked at- the mechanic checked for ->

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)

any recalls but only noticed Bulletins noted on this model with tank problems (locking) but there were no notes as to how to fix the problem - they proceeded to take the tank and empty it and pressurize it to see if there was any blockage. There was none. I called the Ford Dealership and explained my problem and have yet to receive a call back with constructive input. I have put a lot of money and lost a lot of money with my car. I feel unsafe knowing that there is a problem with my tank that is hazardous and has only been posted as a bulletin and not a recall, and taken as a serious problem. I have ran into previous owners of this model and was told that I probably wasn't going to receive any help and should just trade it in like they did. This is scary and is a problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

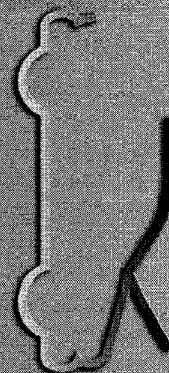
**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**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

I am ~~am~~ dealing with my 'door ajar' chime going off while I am driving and my automatic door lock does not lock for about 5 miles. My partner is a mechanic we have attempted to figure it out and we have the manual.

While I am driving the inside lights come on the chime goes off nonstop even if the emblem doesn't light up to warn me the chime still goes off - I don't know if the car is just falling apart - I can't afford to find out - I really wish I could. I'm not sure I haven't checked any mechanic's bulletins to see if there is a recall. I am at my wits end in a way - I need to do something now. I need honesty and full customer service - When I did make an attempt to solve this problem it has been a year and I still haven't had a return call from who I spoke with. Please help

