



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 ☐

02-APR-2008
2008 APR 16 AM 7:40

Reference No.
40223180

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City RICHMOND State VA Zip Code [REDACTED]

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? ☐ YES ☒ NO
In the absence of a signature, please print your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 04/11/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4M2ZU86P9YU [REDACTED] Make MERCURY Model MOUNTAINEER Model Year 2000

Date Purchased
05 JAN-01

Dealer's Name and Telephone Number

Richmond Ford 804-358-5521

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☒

Dealer's City

Richmond

State
VA

Zip Code
23130

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code

185000 VEHICLE SPEED CONTROL: CRUISE CONTROL 05528

Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
27-AUG-2007

Failure Mileage

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: 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 2000 MERCURY MOUNTAINEER. THE CONTACT RECEIVED A FORD RECALL NOTICE FOR THE VEHICLE SPEED CONTROL: CRUISE CONTROL IN AUGUST OF 2007. SHE IMMEDIATELY SCHEDULED AN APPOINTMENT TO HAVE THE VEHICLE REPAIRED. THE CRUISE CONTROL SWITCH WAS DISCONNECTED AND SHE WAS INFORMED THAT THE PARTS WOULD BE UNAVAILABLE UNTIL NOVEMBER OF 2007. IN JANUARY OF 2008, THE DEALER STATED THAT THEY WOULD NOTIFY HER VIA MAIL WHEN THE PARTS ARRIVE. AS OF APRIL 2, 2008, THE CONTACT HAS NOT RECEIVED A NOTICE. A REPRESENTATIVE FROM THE DEALER INFORMED HER THAT THEY STILL DID NOT KNOW WHEN THE PARTS WOULD BE AVAILABLE. THERE HAD BEEN NO FAILURE TO DATE. THE RECALL NUMBER WAS UNKNOWN. THE CURRENT MILEAGE WAS 48,000.

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.