



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

25-JUN-2008

Repository ☐

Reference No.
10232260

OWNER INFORMATION (Type or Print)

Name

Address

City

NORTH WILKESBORO

State

NC

Zip Code

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 an authorization, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/5/08

VEHICLE INFORMATION

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

3MEHM07167R

Make

MERCURY

Model

MILAN

Model Year

2007

Date Purchased

1-15-07

Dealer's Name and Telephone Number

Liberty Lincoln-Mercury 336-745-0411

Engine:

No: Cylinders

V6

Fuel Type:

Regular Gas

Original Owner

☒ New

Dealer's City

Winston Salem

State

N.C

Zip Code

27103

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

130000 VISIBILITY

Multiple Failure: SUN VISOR

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

17-APR-2007

Failure Mileage

3000

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 2007 MERCURY MILAN. THE CONTACT STATED THAT THE SUN VISOR IN HER VEHICLE WOULD BECOME UNLATCHED WHEN SHE ATTEMPTED TO PULL IT DOWN. THE VISOR BLOCKED HER ENTIRE VIEW. SHE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT ALL THE MILANS THEY INSPECTED WERE EXPERIENCING THE SAME FAILURE. THE DEALER STATED THAT NOTHING COULD BE DONE TO ASSIST. THE CONTACT TOOK THE VEHICLE TO ANOTHER DEALER AND WAS GIVEN THE SAME EXPLANATION. THE CURRENT MILEAGE WAS 13,324 AND FAILURE MILEAGE WAS APPROXIMATELY 3,000.

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 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)

I called Ford Motor Co. 2 times about this problem 1-800-392-3673
Dearborn, MI 48121. You could run into the back of a someone
or side swipe someone when the sunshines in & you pull the pull the
visor down and it comes all the way down blocking my view.
Both sides are the same. I first took my Mercury Milan back to
Liberty Lincoln around April 17, 07, I told the service advisor
to change oil & check sun visor. He said they are all like that & took it to
6/25/08 - Jackson Valley Ford Manager - Sam Mayberry said he checked all the
Milans, they had, and all were the same, that they had been

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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



MERCURY DELIVERY CHECKLIST
Prepared For

CUSTOMER'S NAME Mike A. Murray
DELIVERY PERSON

VEHICLE IDENTIFICATION NUMBER (VIN)

Congratulations on your new Mercury purchase! The Mercury Commitment is a promise to do our best to satisfy your total transportation needs. As part of our commitment, we certify that all the pre-delivery items on the reverse of this form have been checked to help ensure your satisfaction with your new vehicle.

Sincerely,

DEALER/GENERAL MANAGER'S SIGNATURE

Quality Vehicle Check

- ☒ Pre-delivery inspection performed
- ☒ Vehicle road tested
- ☒ Idle quality
- ☒ Audio system
- ☒ Verified all factory accessories installed on vehicle
- ☒ Cleanliness inside
- ☒ Cleanliness outside

Owner Guide

- ☒ Owner Guide (Including CD)
- ☒ Orientation Pocket Guide
- ☒ Reviewed Safety Advice Card
- ☒ I have personally explained the Owner Guide section on Safe Loading and Driving Practices.

SALE/DELIVERY PERSON'S SIGNATURE [Signature] DATE 1/16/07

Delivery Document Review

- ☒ Explained delivery process
- ☒ Title document
- ☒ Registration work progress/procedures
- ☒ Financing documents
- ☒ Extended Service Plan, if applicable
- ☒ Roadside Assistance Benefits
- ☒ Warranty coverage and tire information
- ☒ Service Guide (Scheduled Maintenance Requirements)
- ☒ Review any applicable Owner Guide supplements i.e. SUV
- ☒ I have personally explained the new vehicle limited warranty coverages.
- ☒ I have personally reviewed and signed the Customer/Dealer Agreement and Pricing Sheet (Eligible Employee A/X/Z/D Plan Sales Only).

SALE/DELIVERY PERSON'S SIGNATURE [Signature] DATE 1/16/07

Service Department Introduction

- Explained how to obtain service
- ☒ Toured service department at time of sale or delivery
- ☒ Introduced customer to service department personnel
- ☒ Reviewed dealership service procedures
- ☒ Set the first routine scheduled maintenance appointment
- Appointment date: 04-16-07

This was done at Liberty Lincoln-Mercury in Winston Salem, N.C.

Vehicle Presentation, Operating Feature (as applicable)

Some operating features are optional and may not be included with your new vehicle.

INTERIOR

- ☒ Keyless entry/key fobs
- ☒ Seat Adjustment, memory seat and 3rd row, if applicable
- ☒ Second Generation driver-side or driver- and passenger-side air bag
- ☒ Supplemental Restraint System (SRS)/side air bags
- ☒ Safety belts (adjustable D-rings)
- ☒ Operation of mirrors
- ☒ Automatic-dimming day/night rearview mirror
- ☒ Visors and front seat SRS warning for children
- ☒ Door locks/windows (window lock switch/flip-out windows/power locks/power sliding doors)
- ☒ Childproof rear door locks
- ☒ Interior hood, fuel filler, and trunk release levers

SPECIAL FEATURES

- ☒ Audio system/set stations, clock operation/set time/rear controls/automatic volume and traffic controls/antenna location/operation
- ☒ Power Moonroof
- ☒ Audiocassette/CD player /CD changer/DVD operation
- ☒ Temperature, compass, statistics displays
- ☒ Navigation system
- ☒ Homelink® garage door control system
- ☒ Security system operation, including SecuriLock® smartlock and perimeter anti theft systems

EXTERIOR

- ☒ Proper tightening of gas cap to seal
- ☒ Tire pressure review

TRUNK AND CARGO

- ☒ Spare tire/jack location and operation
- ☒ Review Owner Guide for safe loading practices
- ☒ Emergency interior trunk release
- ☒ Liftgate operation
- ☒ Fuel inertia switch (in passenger compartment in some models)

REAR SEATING AREA

- ☒ Flexible seating/storage positions
- ☒ Child seat anchors

UNDER THE HOOD

- ☒ Fluid filler openings
- ☒ Battery charge indicators

OPERATION

- ☒ Adjustable steering wheel and pedal operations
- ☒ Review payload capacity placard
- ☒ Vehicle starting procedures (starter interlock)
- ☒ Brake/shift interlock (automatic transmission)
- ☒ Anti-lock Brake System (ABS)/Traction Control System
- ☒ Operation of headlights, high beam, flasher, parking, interior, and fog lights
- ☒ Wiper and washer operation
- ☒ Rear window defroster operation
- ☒ Climate control and front/rear defroster operation
- ☒ Speed control operation

Unique Operating Features

OTHER FEATURES PRESENTED:

Follow-Up

- ☒ Desired date and time of call: Friday 1/19/07
- ☒ Phone number: _____

Checklist Review Customer Sign-Off

- ☒ I acknowledge that all items checked on this delivery form have been reviewed with me by my delivery person to my satisfaction.
- ☒ I have a full tank of gas
- ☒ I have personally inspected my new vehicle. It is in good operating condition and damage free.

CUSTOMER'S SIGNATURE [Signature] DATE 1/16/07

Original Copy: Owner

Carbon Copy: Dealer



MERCURY

PRE-DELIVERY INSPECTION

Prior to delivery of your vehicle, the following checks and inspections were performed:

Checked Operation Of

- Battery
- Doors and latches
- Safety belts
- Lights
- Windshield wipers and washers
- Audio system
- Dual-zone Electronic Automatic Temperature Control system
- Auxiliary climate control system
- Tilt steering wheel with speed, audio, climate and navigation (if equipped) controls
- Remote Keyless Entry system, key fobs, key pad
- Airbag (SRS) readiness light
- Speed control
- Heated power exterior mirrors
- Power windows, locks, seats
- Memory seats, mirrors and pedals
- Power adjustable accelerator and brake pedals
- Auto headlamps
- Securilock® coded ignition key anti-theft system
- Power moonroof (if applicable)
- Reverse Sensing System
- Message center
- Tire Pressure Monitoring System

Checked Fluid Levels Of

- Engine oil and coolant
- Washer fluid
- Brake system
- Power steering system
- Automatic transmission

In addition, a road test was made to check the following performance items:

Engine Driveability — Checked For

- Starting system efficiency
- Idle quality
- Acceleration performance
- Unusual noises, vibrations
- AdvanceTrac® with Roll Stability Control™ (RSC)

Automatic Transmission — Checked That

- Engine started in Park or Neutral
- Initial band and clutch engagement are smooth
- Up-shifts and downshifts are smooth

Steering — Checked For

- Wander and free play
- Proper wheel operation

Brakes — Checked For

- Pedal height
- Effort needed to apply
- Parking brake operation and release

Noise — Road-Tested

- On rough roads to detect squeaks and rattles
- At highway speeds to detect noise or vibration

Instruments

- Verified operation of all gauges

Tires — Checked For

- Proper inflation

Trim — Checked For

- Exterior fit and finish
- Interior fit and finish

*It's more than just keys and a handshake...
We sincerely care about your satisfaction.*



LINCOLN

**GENUINE
PARTS & SERVICE****Multi-Point Inspection Report Card as Recommended by Ford Motor Company**

Customer Name: _____ Year/Model: _____ Date: _____

RO/Tag: _____ Mileage: _____

CHECKED AND OK AT THIS TIME**MAY REQUIRE FUTURE ATTENTION****REQUIRES IMMEDIATE ATTENTION****SCHEDULED MAINTENANCE ITEMS
DUE FOR SERVICING ON THIS VISIT***

☒ Cabin Air Filter	☒ Oil Filter
☒ Engine Air Filter	☒ Spark Plugs
☒ Engine Coolant	☒ Tire Rotation
☒ Fuel Filter	☒ Transmission Filter
☒ Oil Change	☒ Transmission Fluid

*This is only a partial list of vehicle maintenance items and is NOT all-inclusive. Please consult your Owners Manual or visit www.genuineservice.com for vehicle specific maintenance requirements.

Comments: _____

CHECK FLUID LEVELS AND FILL

OK FILL	OK FILL	OK FILL
☒ Engine Oil	☒ Power Steering	☒ Transmission (if equipped with dipstick)
☒ Brake Reservoir	☒ Window Washer	☒ Coolant Recovery Reservoir

CHECK FOLLOWING SYSTEMS/COMPONENTS

☒ Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	☐ Declined
☒ Radiator, heater, and air-conditioning hoses for leaks and damage	☐ Declined
☒ Windshield for cracks, chips and pitting	☐ Declined
☒ Windshield washer spray, wiper operation and wiper blades	☐ Declined
☒ Accessory drive belt(s)	☐ Declined
☒ Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise	☐ Declined
☒ Clutch operation (if equipped)	☐ Declined
☒ Constant velocity (CV) drive axle boots (if equipped)	☐ Declined
☒ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	☐ Declined
☒ Engine Cooling system, hoses and clamps	☐ Declined
☒ Exhaust system (leaks, damage, loose parts)	☐ Declined
☒ Oil and/or fluid leaks	☐ Declined
☒ Shocks/struts and other suspension components for leaks and/or damage	☐ Declined
☒ Steering and steering linkages	☐ Declined

STATE INSPECTION DUE (IF APPLICABLE) _____ MONTH / _____ DAY / _____ YEAR

Comments: _____

This Courtesy Inspection Completed by Your Dealership Team!

Service Advisor: _____

Technician: _____

CHECK BATTERY**State of Health****Condition of Terminals**

☒ Good ☐ Bad
(Clean if necessary)
Declined Battery ☐

CHECK BRAKES - MEASURE FRONT/REAR BRAKE LININGS

LF		RF
☒		☒
☒		☒
☒		☒
LR		RR
☒		☒
☒		☒
☒		☒
		Declined Brake ☐

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

☒ **BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT**

Comments: _____

CHECK TIRES**TREAD DEPTH**

LF		RF
☒ 7/32" or Greater		☒ 7/32" or Greater
☒ 4/32" to 6/32"		☒ 4/32" to 6/32"
☒ 3/32" or less		☒ 3/32" or less
LR		RR
☒ 7/32" or Greater		☒ 7/32" or Greater
☒ 4/32" to 6/32"		☒ 4/32" to 6/32"
☒ 3/32" or less		☒ 3/32" or less
		Declined Tire ☐

WEAR PATTERN / DAMAGE**TIRE WEAR INDICATES:**

☒ Alignment Check Needed ☒ Wheel Balance Needed

Comments: _____

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

☒ 35 Front ☒ 35 Rear

Customer Signature: _____



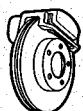
Come Back to The Experts

Thank you for bringing your vehicle to us for your Genuine Scheduled Maintenance Inspection. To help ensure that your vehicle keeps running its best, we've identified areas that may require your attention. Be sure to come back to us for your next inspection or for anything else your vehicle may need. You'll always get expert service at a fair price. Our factory-trained technicians know your Ford, Lincoln or Mercury vehicle best, and servicing them is all they do. That's why they do it better.

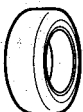
We're Ready, Willing and More Than Able to Meet All Your Auto Service Needs



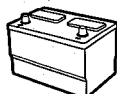
Our factory-trained technicians can fill your engine with specially formulated Motorcraft® oil and install a new Motorcraft® oil filter, which features excellent construction and delivers quality performance. And, our experts know the proper inspection and maintenance intervals for your Ford, Lincoln or Mercury.



You'll get a thorough inspection of your brake system by our factory-trained technicians. If you do need to replace your brakes, we offer the choice of Ford Motor Company Genuine Parts that can help keep your vehicle operating like new, or Motorcraft® brake parts that offer outstanding braking performance for a great value.



When you need new tires, bring your Ford, Lincoln or Mercury to us – we'll recommend the right replacements for your driving performance needs and we'll do it for a competitive price. Our experts will install name-brand tires such as Goodyear, Michelin, General, Continental, Pirelli and Uniroyal. We'll also honor the tire manufacturer's warranty.



Our Motorcraft® Tested Tough® MAX and Tested Tough® PLUS batteries provide dependable power in a wide range of conditions and feature some of the best limited warranties and towing coverage in the business. Our factory-trained technicians are experts at inspecting your battery and they can install the proper replacement for your vehicle. See Dealership for a copy of the Limited Warranty.



Having complaints on all the Milans about
the visor falling down. We have always
drove Ford & Lincolns before. I looked at
my husband's F150 and the sun visor on
his truck the hole for the visor to go
in came out facing you and the visor
stay in hole when you turn it down.
But the Mercury Milan the hole you
put the visor in is straight down so it can't
stay in hole. They need to do a recall &
put ones on the Milan like the F150. This
is a very serious problem and has been
many complaints to Yadkin Valley Motor Service
Manager about this problem. ~~They need to check these visors on~~
Yadkin Valley Motor Service Manager Sam ~~the Milan~~
1422 Second St. North Wilkesboro, N.C. 28659
336-838-4155. Someone could get killed if the
visor fell down when you started to turn it down
& hit someone head-on or rear end someone.

Please check into this. I want mine fixed.
Yadkin Valley replaced this once, it did no good, he said he
would replace it again but it ... still ... the problem.

P.S.

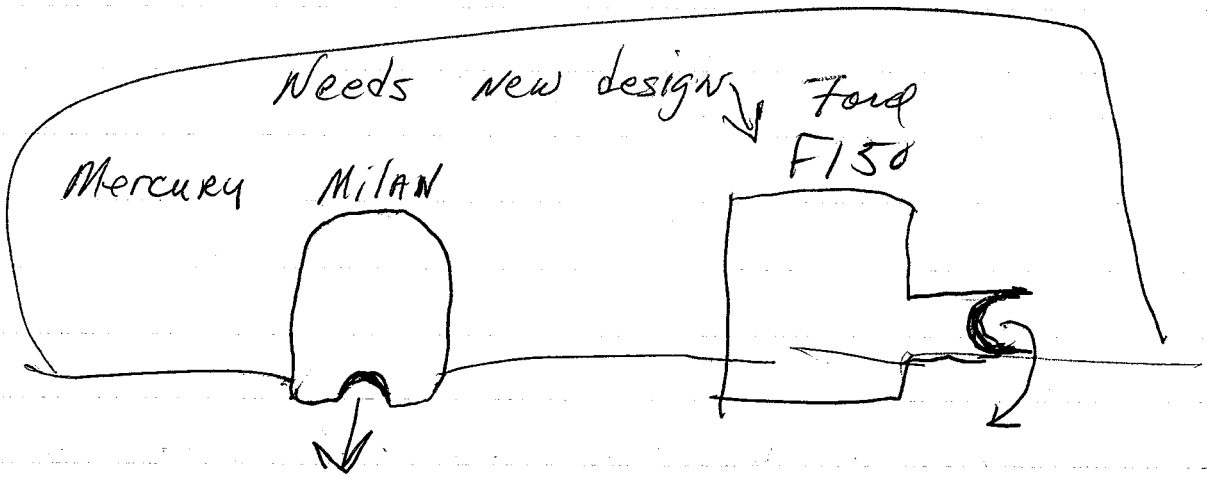
Sam Mayberry at Yadkin Valley Ford & Mercury
said he would be glad to replace the part but it
would still be the same.

North Wilkesboro, N.C.

cl.

PREPARED BY	
DATE	

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503743

156304



YADKIN VALLEY MOTOR CO., Inc.

1422 SECOND ST. * P.O. BOX 398

N. WILKESBORO, N.C. 28659

TELEPHONE 336-838-4155 FAX: 336-838-4286

yvford@abts.net

North Carolina's Oldest Ford Dealership - 1915

N.W., NC
HOME: B

BUS:

Page 1

SERVICE ADVISOR: 2 TODD SHOEMAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	MERCURY MILAN	3MEHM07167F		13324/13324	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
I			25JUN08		60.00	CASH
						25JUN08
R.O. OPENED	READY	OPTIONS: DLR: 01033				
09:20 25JUN08	10:41 25JUN08	Asked to check Vision, it was checked				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHANGE ENGINE OIL AND FILTER						
	1P CHANGE ENGINE OIL AND FILTER						
	15 CP 0.30					8.00	8.00
	1 FL*820*S FILTER ASY-OIL				3.39	3.39	3.39
	6 XO*5W20*QSP ENGINE OIL 5W20				2.16	2.16	12.96

B	PERFORM MULTI-POINT INSPECTION(2-11)						
	99P PERFORM MULTI-POINT INSPECTION(2-11)						
	15 CP 0.00					0.00	0.00

C	CHANGE ENGINE OIL AND FILTER						
	NL NO LABOR						
	1 CP 0.00					0.00	0.00

D	PERFORM MULTI-POINT INSPECTION(2-11)						
	NL NO LABOR						
	15 CP 0.00					0.00	0.00

E**	PROGRAM KEY						
	M99 SPARE KEY						
	15 CP 0.00					0.00	0.00
	1 H86 KEY				25.00	25.00	25.00

CUSTOMER PAY ENVI/WAST/DISPL FOR REPAIR ORDER							0.40

Vehicle Not Home before

Sign & send back

1-888-327-4236

10232260 Con. No.

6/25/08
Pd - Cash
EJ

Not Home

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT	8.00
PARTS AMOUNT	41.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.40
TOTAL CHARGES	49.75
LESS INSURANCE	0.00
SALES TAX	2.79
PLEASE PAY THIS AMOUNT	52.54

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



