



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2008 NOV -6 PM 2:55
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-SEP-2008

Repository ☐

Reference No.
10241963

OWNER INFORMATION (Type or Print)

Name

Address

City FLEMINGTON

State NJ

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 10/10/08

VEHICLE INFORMATION

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

4M2DU86W12L

Make

MERCURY

Model

MOUNTAINEER

Model Year

2002

Date Purchased

7/1/2003

Dealer's Name and Telephone Number

Burlington Lincoln Mercury, Ford 1-609-386-4900

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Burlington

State

NJ

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

162600 STRUCTURE:BODY:HATCHBACK/LIFTGATE

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-SEP-2008

Failure Mileage

79332

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 2002 MERCURY MOUNTAINEER. WHEN THE CONTACT ATTEMPTED TO CLOSE THE REAR HATCH WINDOW, IT SUDDENLY EXPLODED. SHE NOTICED THAT THE REAR DRIVER'S SIDE WINDOW HATCH HAD FALLEN OFF OF THE VEHICLE. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC AND THE CONTACT WAS INFORMED THAT THE REAR LIFT GATE NEEDED TO BE REPLACED. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE CONTACT DID NOT NOTICE ANY DIFFERENCES BEFOREHAND. THE CURRENT AND FAILURE MILEAGES WERE 79,332.

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.

Within a few hours of the incident, I contacted a local body shop about repairing my vehicle. The shop informed me that there had been a recall relative to 2002 Mountaineer rear hatch windows (recall # 04V442000). The shop also inform me that the recall had been precipitated by NHTSA Defect Investigation # PED04045. As a result, I contacted two Ford/ Lincoln/Mercury dealerships and Ford Corporation Customer Service. I was told that the recall was related to the failure of rear window brackets but that my vehicle was not included in the recall due to the assembly plant where it was produced. All Ford could do for me was enter the details of the incident into their database.

I have attached the repair bill which, because of the design of the rear hatch window, included replacement not only the rear glass, but the entire frame work. The bill, the cost I which I had to absorb, totaled almost \$1,000.00. It appears to me that the failure of the rear hatch glass on my vehicle is consistent with the recall, although the recall did not include my vehicle.

Sincerely,

09/12/2008 at 03:41 PM
31910

Job Number:

RAY FISHER AUTO BODY, INC.
License #:00132A Federal ID #:222110240
301 Old Croton Road
Flemington, NJ 08822
(908)782-7772 Fax: (908)806-7616

PRELIMINARY ESTIMATE

Written By: Nancy Fisher
Adjuster:

Insured:

Owner:

Address:

FLEMINGTON, NJ

Day:

Other:

Claim #

Policy #

Deductible:

Date of Loss:

Type of Loss:

Point of Impact:

Inspect

Location:

Insurance

Company:

Days to Repair

2002 MERC MOUNTAINEER AWD 8-4.6L-FI 4D UTV WHITE Int:

VIN: 4M2DU86W12U

Lic:

Prod Date:

Odometer: 79332

Air Conditioning

Cruise Control

Theft Deterrent/Alarm

Privacy Glass

Luggage/Roof Rack

Power Steering

Power Locks

AM Radio

Cassette

Anti-Lock Brakes (4)

4 Wheel Disc Brakes

Trailer Package

Overdrive

Rear Defogger

Intermittent Wipers

Rear Window Wiper

Console/Storage

Fog Lamps

Power Brakes

Power Driver Seat

FM Radio

Search/Seek

Driver Air Bag

Cloth Seats

Automatic Transmission

Aluminum/Alloy Wheels

Tilt Wheel

Keyless Entry

Dual Mirrors

Overhead Console

Clear Coat Paint

Power Windows

Power Mirrors

Stereo

CD Player

Passenger Air Bag

Bucket Seats

4 Wheel Drive

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#		***FINAL BILLING **	1				
2#							
3#							
4		LIFT GATE					
5*	Repl	LKQ Glass w/applique FORD from 3/4/02 +30%	1	520.00		1.6	
6	Repl	RT Lift cylinder	1	35.88		0.2	
7	Repl	LT Lift cylinder	1	35.88		0.2	
8	Repl	Nameplate "MOUNTAINEER"	1	39.42		0.2	
9	Repl	Nameplate "AWD"	1	20.75		0.2	
10	Repl	Nameplate "V8"	1	17.83		0.2	

09/12/2008 at 03:41 PM
31910

Job Number:

PRELIMINARY ESTIMATE

2002 MERC MOUNTAINEER AWD 8-4.6L-FI 4D UTV WHITE Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
11*	R&I	Emblem flying "M"				0.2	
12	R&I	Wiper arm assy				0.2	1.2
13	Refn	Applique					
14#	Refn	Upper mount screws, LKQ,					0.5
15#		remove, refinish	1				
16#		HAZARDOUS WASTE DISPOSAL	1	3.00			
Subtotals ==>				672.76		3.0	1.7

Estimate Notes:

PRODUCTION DATE OF VEHICLE: 12/05/01. USED LIFTGATE GLASS FROM VEHICLE
WITH VIN #4M2ZU86E52UJ19603. ADVISED CUSTOMER TO CHECK WITH FORD TO SEE IF
THIS USED LIFTGATE GLASS IS UNDER SAFETY RECALL FOR THE LIFTGATE GLASS
CYLINDERS/BRACKETS AND TO PROCEED WITH ANY RECALLS REGARDING SAME THROUGH FORD.
NEW OEM LIFT CYLINDERS WERE INSTALLED - BRACKETS CAME WITH USED GLASS.

Parts		672.76
Body Labor	3.0 hrs @ \$ 46.00/hr	138.00
Paint Labor	1.7 hrs @ \$ 46.00/hr	78.20
Paint Supplies	1.7 hrs @ \$ 24.00/hr	40.80
SUBTOTAL		\$ 929.76
Sales Tax	\$ 929.76 @ 7.0000%	65.08
GRAND TOTAL		\$ 994.84

The above is an estimate based on our inspection and does not cover any additional parts or labor which may be required after the work has been started. Occassionally, worn or damaged parts are discovered which may not be evident on the first inspection. Because of this, the above prices are not guaranteed. Quotations on parts and labor are current and subject to change.

You are hereby authorized to make the above repairs.

Authorization For Repair:

Signed: _____
Date: _____

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.





