



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

02-OCT-2008

Repository ☐

Reference No.
10244186

OWNER INFORMATION (Type or Print)

Name

Address

City

MILFORD

State

MI

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 authorized representative, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 10/31/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4M2DU86W232

Make
MERCURY

Model
MOUNTAINEER

Model Year
2003

Date Purchased

12/30/2002

Dealer's Name and Telephone Number

CREST-LINCOLN-MERCURY

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

STERLING HEIGHTS

State

Zip Code

MI

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

022000 SUSPENSION: REAR

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-OCT-2008
2/20/08

Failure Mileage
74494

Failure Speed

5/23/2007

74,494

WHEEL BEARING-S REAR

2/20/2008

91,107

REAR WHEEL BEARING

10/1/2008

104,700

REAR WHEEL BEARING

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).

3 times
TL*THE CONTACT OWNS A 2003 MERCURY MOUNTAINEER. THE CONTACT STATED THAT THE REAR DRIVER'S SIDE WHEEL BEARING WAS REPLACED TWICE WITHIN SIX MONTHS. ON OCTOBER 1, 2008, WHILE DRIVING OUT OF THE DRIVEWAY AT AN UNKNOWN SPEED, SHE HEARD A LOUD NOISE. THE VEHICLE WAS TOWED TO THE REPAIR SHOP AND THE MECHANIC STATED THAT THE REAR DRIVER'S SIDE WHEEL BEARING FAILED. THE CONTACT STATED THAT THE VEHICLE WAS NOT DRIVEN ON DIRT ROADS, ONLY IN THE CITY. SHE FEELS THAT EITHER THE WHEEL BEARING IS DEFECTIVE OR THE FORD DEALER DID NOT PROPERLY CORRECT THE PREVIOUS FAILURES. THE FORD DEALER STATED THAT THE VEHICLE IS OUT OF WARRANTY AND THE WHEEL BEARING IS ONLY GOOD FOR 12,000 MILES. THE MANUFACTURER TOOK A REPORT AND STATED THAT THEY WILL FORWARD HER INFORMATION TO THE DEALER. FROM THERE, THE DEALER WILL DETERMINE IF THE VEHICLE WILL BE REPAIRED. THE FAILURE MILEAGE WAS 74,494 AND CURRENT MILEAGE WAS 104,000.

FAILED 3 TIMES WITHIN 16 MONTHS - ON 5/23/2007 @ 74,494 miles
ON 2/20/2008 @ 91,107 miles + ON 10/1/2008 @ 104,700 miles

*INVOICES INCLUDED

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)

WHEEL BEARINGS (L) REAR HAVE FAILED 3 TIMES IN 16 MONTHS.
BRIGHTON FORD HAS BEEN AWARE OF ALL 3 TIMES. JEFF
BURNETTE (SERVICE MANAGER) STATED WARRANTY IS 12 MONTHS
OR 12,000 miles. I AM THE ONLY DRIVER OF MY SUV -
ALL SCHEDULED MAINTENANCE HAS BEEN MAINTAINED - I FEEL
THESE ARE SHOTTY PARTS, POOR QUALITY PRODUCTS + FORD
SHOULD BE HELD ACCOUNTABLE FOR THIS. I WAS TOLD BY THE
TUFFY DEALER - THE (L) REAR WHEEL WAS ABOUT TO FALL OFF.
DO WE HAVE TO WAIT TILL I'M IN A SEVERE ACCIDENT WITH

ATTACH ADDITIONAL SHEETS IF NECESSARY

CONT

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

MI 480

NOV 2008 PM 7 T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

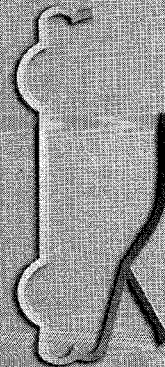
WASHINGTON, DC

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





BRIGHTON FORD-MERCURY, INC.

8240 Grand River • Brighton, Mich. 48114

(810) 227-1171 • Fax (810) 220-0964

www.brightonford.com

SERVICE INVOICE



CUSTOMER NO.		ADVISOR KENNETH RIDALLS	TAG NO.	INVOICE DATE 05/23/07	INVOICE NO.
		LABOR RATE	LICENSE NO.	COLOR /	BOOK NO.
		YEAR / MAKE / MODEL 03/MERCURY TRUCK/MOUNTAINEER/4 DOOR	MILEAGE 74,494	DELIVERY DATE	DELIVERY MILES
MILFORD, MI		VEHICLE I.D. NO. 4 M 2 D U 8 6 W 2 3		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P.O. NO.	R. O. DATE 05/21/07	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 74494	

JOB# 1 CHARGES		LABOR		TECH(S):15645		25.00		ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.
J# 1 02F0Z010		BRAKE INSPECTION						
		25.00 PERFORM BRAKE INSPECTION						
		M074494 .5HR						
		PERFORM BRAKE INSPECTION. FRONT AND REARS HAVE 75/80%.						
JOB# 1 TOTALS		LABOR				25.00		
JOB# 2 CHARGES		JOB# 1 JOURNAL PREFIX FOCS		JOB# 1 TOTAL		25.00		
LABOR		J# 2 20F0Z99P		QCM INSPECTION		TECH(S):33440		DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs and parts listed were furnished in compliance with the Michigan State Repair Act PA300.
				PERFORM QCM INSPECTION		0.00		
				YFTIRES RTTRES GBRAKES GBATTERY GFLUIDS				
				FOUND LOOSE OUTTER TIE RODS FOUND LOOSE LOWER BALL JOINTS				
JOB# 2 TOTALS		JOB# 2 JOURNAL PREFIX FOCS		JOB# 2 TOTAL		0.00		
LABOR		J# 3 04F0Z220		4X4 CONCERN		TECH(S):20337		STATE REG. # F154906
				88.00 CK FOR CLANKING/KNOCKING NOISE WHEN BACKING UP AND TURNING. SLOW SPEED FORWARD AND REV GRABBING FEELING IN STEERING. CUST REPLACED 1 TIRE POSSIBLE PROBLEM?		319.38		
				74496				
				3.5 HRS. FOUND NOISE FROM WHEEL BEARINGS. REPLACE BOTH REAR WHEEL BEARINGS FOR NOISE. TEST DRIVE. OK				
PARTS		QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE	
		2	6L2Z-1215-A	BEARING ASY -	100.88		100.88	201.76
		2	5L2Z-1A124-A	RING	6.96		6.96	13.92
		2	-W710084-S439	NUT - ADJUSTIN	13.37		13.37	26.74
					TOTAL - PARTS			242.42
JOB# 3 TOTALS		LABOR		319.38				
		PARTS		242.42				
JOB# 4 CHARGES		JOB# 3 JOURNAL PREFIX FOCS		JOB# 3 TOTAL		561.80		
LABOR		J# 4 00F0Z020		LOF-5W/20		TECH(S):33440		INTERNAL
				LUBE, OIL & FILTER CHANGE-5W20				
				9.99 INTERNET				
				RESET OIL CHANGE LIGHT				
				CHANGED OIL AND FILTER RESET OIL LIGHT				
				TOPPED OFF WASH FLUID 6.5 QUARTS USED				



BRIGHTON FORD-MERCURY, INC.

8240 Grand River • Brighton, Mich. 48114

(810) 227-1171 • Fax (810) 220-0964

www.brightonford.com

SERVICE INVOICE



CUSTOMER NO.	ADVISOR KENNETH RIDALLS	INVOICE DATE 02/20/08	INVOICE NO.
	LABOR RATE	COLOR BLACK/	
	LICENSE NO.	DELIVERY DATE	DELIVERY MILES
	MILEAGE 91,107	SELLING DEALER NO.	PRODUCTION DATE
YEAR / MAKE / MODEL 03/MERCURY TRUCK/MOUNTAINEER/4 DOOR	VEHICLE I.D. NO. 4 M 2 D U 8 6 W 2 3	R.O. DATE 02/19/08	
F.T.E. NO.	P.O. NO.		
COMMENTS			

MO: 91113

JOB# 1 CHARGES

LABOR

J# 1 03FOZ200

STEERING CONCERN

TECH(S):20337

262.50

CUSTOMER STATES THE CAR WA HARD TO MAINTAIN ON THE ROAD AT X-WAY SPEEDS - "VERY SQUIRLEY"

(.5 DIAG.)

91113

TEST DRIVE, VERIFY AND DIAG CONCERN, REPLACE LEFT REAR WHEEL BEARING FOR BEING VERY LOOSE. RETEST. OK.

PARTS

QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
1	5L2Z-1A124-A	RING	9.21	9.21	9.21
1	W710084-S439	NUT - ADJUSTIN	16.38	16.38	16.38
1	6L2Z-1215-A	BEARING ASY -	119.29	119.29	119.29
TOTAL - PARTS					144.88

JOB# 1 TOTALS

LABOR
PARTS

262.50
144.88

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL

407.38

LABOR

J# 2 01FOZ093K

90000 MILE SERVICE

TECH(S):35502

249.47

CUSTOMER REQUESTS 90000 MILE SERVICE. OIL AND FILTER CHANGE. ROTATE AND BALANCE TIRES. BRAKE INSPECTION. BG TRANSMISSION SERVICE. BG POWER STEERING SERVICE. BG FUEL INDUCTION SYSTEM SERVICE. REPLACE FUEL FILTER. REPLACE AIR FILTER. INSPECT CABIN AND SEAT FILTERS IF APPLICABLE. INSPECT AND LUBRICATE STEERING AND SUSPENSION COMPONENTS. LUBRICATE ALL HINGES AND LATCHES. INSPECT BELTS AND HOSES. PERFORM MIDTRONICS BATTERY TEST.

90K SERVICE COMPLETE. CHANGED OIL AND FILTER. BALANCED AND ROTATED TIRES. REPLACED AIR FILTER AND FUEL FILTER. PERFORMED B.G TRANS FLUSH. FUEL INDUCTION SERVICE. AND P/S FLUSH. PERFORM MULTIPOINT INSP. LUBE HINGES. PERFORM BRAKE INSP. ROAD TEST AND CLEAR CODES

PARTS

QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
1	FL-820-S	FILTER ASY - O	5.00	5.00	5.00
6	XO-5W20-QSP	OIL - ENGINE	2.99	2.99	17.94
1	3106	TRANS CLEANER	24.03	24.03	24.03
16	XT-5-QM	FLUID - TRANSM	3.75	3.75	60.00
1	3328	P/S CLEANER	52.38	52.38	52.38
1	2112	AIR INTAKE CLE	40.58	40.58	40.58
1	2L2Z-9155-AB	FILTER ASY - F	28.60	28.60	28.60
1	FA-1695	ELEMENT ASY -	21.95	21.95	21.95
TOTAL - PARTS					250.48

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs and parts listed were furnished in compliance with the Michigan State Repair Act PA300.

STATE REG. # F154906



TUFFY AUTO SERVICE CENTER
2675 S. MILFORD ROAD
F160148
HIGHLAND, MI 48357
(248)684-8833

PAGE 1

Customer ID: _____
 Name: _____
 Address: _____
 Address 2: _____
 City, State, Zip/Postal Code: MILFORD, MI, _____
 Home Phone: _____
 Work Phone: _____
 Other Phone: _____
 Tax Exempt #: _____

Year: 03
 Make: MERCURY
 Model: MOUNTAINEER
 Lic No: _____
 VIN: _____
 Color: _____
 Engine: V6-245ci 4.0L F
 Mileage In: 104994

Date/Time: 10/02/08 17:46:41
 Estimate #: _____
 Invoice #: _____
 Key Tag: _____
 PO Number: _____
 Email Address: _____
 Fleet/Wholesale: N
 Unit Number: _____

Service comments:

Mileage Out: 0

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
CHASSIS							
1	516008			LEFT REAR HUB BEARING	163.78	160.00	323.78
				Tech(s): 000020			
				TOTAL CHASSIS:	323.78		
MISCELLANEOUS							
1	MI LABOR			PRESS REAR HUB	0.00	40.00	40.00
				Tech(s): 000020			
				TOTAL MISCELLANEOUS:	40.00		

You are entitled by law to the return of all parts replaced, except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work or an exchange agreement. You are entitled to inspect the parts which can't be returned to you

Please select one and initial
 I request the return of parts replaced subject to core charge X _____

I do not want replaced parts returned to me
 X _____

*** Customer Wishes To Discard Old Parts ***

Invoice Comments:

LEFT REAR HUB BEARING HAS A TWO YEAR GUARANTEE ON PARTS-WITH UNLIMITED MILEAGE-FIRST YEAR HAS A PARTS & LABOR GUARANTEE-AFTER ONE YEAR PARTS. FOUND LEFT REAR BEARING EXTREMELY LOOSE AND READY TO FALL OFF-VEHICLE WAS TOWED IN NOT DRIVEN. THE TUFFY STAFF THANKS YOU FOR DOING BUSINESS WITH US ONCE AGAIN-HAVE A GREAT DAY LORI.....

TUFFY AUTO SERVICE CENTER
 2675 S MILFORD RD
 HIGHLAND, MI 48357
 248-684-8833

Sale

ID: 00000001
 10-02-08
 Batch #: 000059

16:4

MASTERCARD

XXXXXXXXXXXX3067

Appr Code: 243009

Invoice#: 00

Total:

\$ 38

Customer Copy
 WE DO EVERYTHING EXCEPT
 BODY WORK.
 YOUR COMPLETE CAR CARE
 SPECIALIST.

PAY AMOUNT
 M/C 381.16
 TECH: 000020-0.00 D. TAYLOR

SHOP SUPPLY 7.13
 SUB TOTAL 370.91
 SALES TAX 10.25
 GRAND TOTAL 381.16

90

ALL
 RETORQUED AFTER 50 MILES

THANK YOU FOR CHOOSING
 TUFFY IN HIGHLAND, MI

INVOICE INVOICE TUFFY AUTO SERVICE CENTER INVOICE
 CUSTOMER COPY

May 2, 2008

Fairlane Business Park 6
Suite 950 B
1655 Fairlane Circle
Allen Park, MI 48101
ATTN: Brian Brewer

Dear Mr. Brewer

I am writing this letter to you out of sheer frustration. I purchased a Mountaineer in 2001. Problems arose immediately. It was in & out of service weekly. I filed for the Lemon Law, and was reimbursed for my SUV. I then decided against everyone's opinion to purchase another Mountaineer in Dec 2002. By the beginning of May '03 I had already taken it back to the dealer. The driver's side visor was broken and hanging, interfering with my driving and the gear shift would click and move when the car was in "drive." In Oct '03 I was having problems with stalling and when coming to a stop the RPM's would surge. I was fearful if I took my foot off the brake I would rear end the car in front of me. Nov'03 the dashboard went blank. Not such a great thing to have happen especially at night while driving. That also had to be repaired. At some point my back up sensors would only sound when the car was in drive??? The vehicle would crank upon starting but not turn over, another trip to the dealer. However the straw that broke the camel's back was when I spent over \$1600 in repairs which included replacing the front lower ball joints, both front outer tie rods, and both rear wheel bearing. You think ok, normal wear and tear on the truck. Yet nine months later I'm back in the dealership with similar complaints and am told the left rear wheel bearing needed to be replaced again. No one in the dealership could tell me how in 9 months wheel bearings go bad, when the first set lasted 3+ years!!! This resulted in an additional \$957 Job.

Two years ago the plastic panel below the hatch window cracked, that was replaced. It has re-cracked and the body shop has informed me I will need to pay to have it replaced! Is it poor workmanship, poor product quality? I do know I have never owned a vehicle that has acquired so many problems and out of pocket expenses.

I am not sending this letter in the hopes of getting something in return. It is to express my lack of confidence, and frustration with Ford products and the dealerships/body shops who service my car. Prior to my initial purchase of the Mountaineer I never owned a Ford product and I can see that I will never again.

I am the sole driver of my vehicle. I am not hard it, I follow through with regular maintenance checks, oil changes, tire rotations etc. This was to be given to my son this year, however I would be an uncaring, irresponsible parent to place his life in a disaster waiting to happen.

I would appreciate a letter or phone call back at your convenience.

Thank you for your time

Milford, MI

CON'T

KIDS IN MY SUV, OR WAIT TILL IT
ROLLS OVER WHILE I'M ON THE
EXPRESSWAY AND NOW HAVE DEATHS
ON FORD'S HANDS.

THIS IS VERY FRUSTRATING I HAVE
WRITTEN LETTERS (ENCLOSED) AND
RECEIVED NO RESPONSE. I HAVE ASKED
THE DEALERSHIP HOW CAN WHEEL BEARINGS
GO BAD 3 TIMES IN 16 MONTHS FOR
A TOTAL OF 30,500 MILES? THATS
INSANE NO ONE WANTS TO BE
ACCOUNTABLE FOR ANYTHING ANYMORE.

THANK YOU