



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

01-DEC-2008

Reference No.  
10250233

**OWNER INFORMATION (Type or Print)**

Name

Address

City JOHNSTOWN

State PA

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

**VEHICLE INFORMATION**

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

Make  
MERCURY

Model  
SABLE

Model Year  
2003

Date Purchased

Dealer's Name and Telephone Number

Engine:  
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

24-NOV-2008

Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 130000 VISIBILITY

Failure Mileage  
17800

Failure Speed  
55

**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).

*7:25 coming to stop light of exit*

TL\*THE CONTACT OWNS A 2003 MERCURY SABLE. WHILE DRIVING 55 MPH IN RAINY WEATHER CONDITIONS, THE CONTACT NOTICED THAT THE HEATER WAS GETTING COLDER. THE HEATER WAS SET AT 78 DEGREES AT THE TIME OF THE FAILURE AND, AS A RESULT, THE FRONT AND REAR GLASS FOGGED. THE CONTACT WAS UNABLE TO SEE THROUGH THE GLASS AND THE DEFROSTER WOULD NOT CLEAR THE GLASS. THE CONTACT HAD TO DRIVE AND CLEAN THE WINDSHIELD WITH A CLOTH IN ORDER TO VIEW THE ROAD. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR SHOP FOR INSPECTION AND THEY STATED THAT THE COIL WAS FILLED WITH WATER, WHICH CAUSED THE HEATER TO FAIL. THEY FURTHER STATED THAT IT WAS DUE TO A MANUFACTURER DEFECT. THE VEHICLE IS CURRENTLY BEING REPAIRED BY A LOCAL REPAIR SHOP AT THE COST OF \$500. THE DEALER HAS NOT BEEN NOTIFIED. THE CONTACT IS IN THE PROCESS OF NOTIFYING THE MANUFACTURER. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 17,800 AND CURRENT MILEAGE WAS 18,175.

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.

*7* being 55 mph on rain + sleet at times, but going off exit when we noticed it was really no heat @ the heater 80.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I wasn't going 55 - we were approaching a red light accident. The heat was up to 80 & cold.  
The <sup>local</sup> mechanic in MD said the Cool. was filled with H<sub>2</sub>O & caused the heater to stop working. I was told it was a mfg. defect. It was repaired - as the Ford Headquarters were not cooperative at all. I have the faulty pieces  
My Vin# is 1MEFM55S 73A [REDACTED]

Please help! Thank you!

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

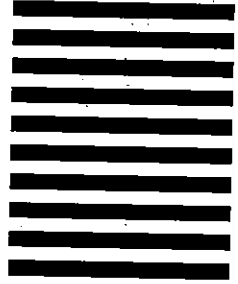


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**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 Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



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U.S. Department of Transportation  
National Highway Traffic Safety Administration