



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 ☐

06-JAN-2009

Reference No.
10253932

OWNER INFORMATION (Type or Print)

Name

Address

City CASSELBERRY

State FL

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 1/12/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4M2ZU66K03

Make
MERCURY

Model
MOUNTAINEER

Model Year
2003

Date Purchased
7/03

Dealer's Name and Telephone Number
CENTRAL FL. LINCOLN MERC

Engine:
No: Cylinders
6

Fuel Type:
GAS
REG

Original Owner
☒

Dealer's City
ORLANDO

State
FL

Zip Code
32854

Transmission Type

☒ Antilock Brakes

☒ Powertrain

407-

Multiple Failure:

Incident Date(s)
27-OCT-2008

☒ Cruise Control

PHONE 841-4550

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES

TRUNK LID DECK

Failure Mileage
50000

47,000

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 2003 MERCURY MOUNTAINEER. WHEN THE TRUNK LID UNDER THE WINDOW WAS OPENED, THE CONTACT NOTICED A CRACK IN THE TRUNK LID. THE TRUNK LATCH WAS REPAIRED TWO YEARS AGO BY THE DEALER AND NOW A CRACK HAS REAPPEARED. THE MANUFACTURER WAS CALLED AFTER THE CONTACT TOOK HIS VEHICLE TO THE DEALER FOR A SECOND REPAIR. THE REPAIR WOULD COST \$85; HOWEVER, THE CONTACT WANTS A FREE REPAIR BECAUSE IT IS A DEFECT AND WILL PROBABLY CRACK AGAIN. THE FAILURE MILEAGE WAS 50,000.

THIS SHOULD READ TRUNK DECK (LID)
NOT LATCH. PARTS OF DECK CAN
FALL OFF ON THE ROAD & CAUSE A CRASH.

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)

THE REAR OF THE VEHICLE WHICH IS MADE OF PLASTIC SHOULD BE MADE OF METAL. THE CRACK ON THE REAR OF THE TRUCK CAN CRACK INTO LARGE PIECES & FALL OFF ON THE ROAD OR FLY OFF & HIT THE WIND SHIELD OF ANOTHER CAR & CAUSE A CRASH OR WORSE. THIS HAS BEEN FIXED ONCE & NEEDS IT AGAIN & AGAIN.

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

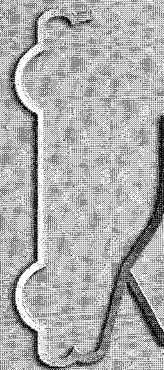
WASHINGTON, DC

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

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

