


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>Date Received APR 26 2012</p> <p>28-FEB-2012</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10449548</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>E-mail Address</p>	
<p>City RICHMOND</p>	<p>State VA</p>	<p>Zip Code [REDACTED]</p>	
<p>Evening Telephone Number <i>Same as Above</i></p>			
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>			
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4M2ZU86K94U [REDACTED]</p>		<p>Make MERCURY</p>	<p>Model MOUNTAINEER</p>
		<p>Model Year 2004</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number Sheehy Auto Stores (804) 998-4791</p>		<p>Engine: No: Cylinders 6</p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City ASHLAND, VA</p>	<p>State VA</p>	<p>Zip Code 23005</p>
<p>Fuel Type: gas</p>	<p>Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>
		<p>Multiple Failure:</p>	<p>Incident Date(s) 01-FEB-2011</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Vehicle Component Code: 162000 STRUCTURE: BODY <i>Exhausting Line on</i></p>		<p>Failure Mileage 40000</p>	<p>Failure Speed 0</p>
<p><i>(Left Gate) Name Plate Emblem (Mercury)</i></p>			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>	<p>Installation System:</p>		
<p>Child Seat Component Code: [REDACTED] Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION <i>Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).</i></p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>
<p>Narrative Description: Please describe (1) event, (2) failure, (3) failure and its consequences, and (4) what was done to correct the failure; i.e., parts repaired or replaced and if old part is available.</p>			
<p>TL* THE CONTACT OWNS A 2004 MERCURY MOUNTAINEER. THE CONTACT STATED THAT THE CENTER PIECE EMBLEM OF THE HATCH BACK STARTED TO FRACTURE. THE VEHICLE WAS PREVIOUSLY REPAIRED WITH A NEW HATCH BACK DOOR APPROXIMATELY TWO YEARS PRIOR TO THE RECENT FAILURE. THE VEHICLE HAD NOT BEEN INSPECTED SINCE THE RECURRENCE OF THE FAILURE. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS APPROXIMATELY 40,000. THE VIN WAS UNAVAILABLE.</p>			
<p>Include if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>			

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

Lift Gate Cracking around Name Plate Emblem
Window could Brake when letting up and Down

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 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



