 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received APR 26 2012 16-MAR-2012</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10451910</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>Address [REDACTED]</p>					
<p>City NILES</p>		<p>State IL</p>		<p>Zip Code [REDACTED]</p>	
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MRDA20294E [REDACTED]</p>		<p>Make MERCURY</p>	<p>Model MONTEREY</p>	<p>Model Year 2004</p>	
<p>Date Purchased 11/2004</p>	<p>Dealer's Name and Telephone Number Napleton Lincoln Mercury</p>			<p>Engine: No: Cylinders</p>	<p>Fuel Type:</p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City PARK RIDGE</p>		<p>State IL</p>	<p>Zip Code 60068</p>	
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>		<p>Multiple Failure:</p>		<p>Incident Date(s) 10-MAR-2012</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 153000 SEAT BELTS- INTEGRATED CHILD SEAT, 220000 SEATS safety latch for 3rd row seat drivers side</p>				<p>Failure Mileage 67911</p>	<p>Failure Speed 0</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: DOTM4L9ABC036)</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:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>		<p>Number of Deaths</p>	<p>Reported to Police N</p>
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2004 MERCURY MONTEREY. THE CONTACT STATED THAT WHILE ENTERING THE VEHICLE, THE THIRD ROW REAR INTEGRATED SAFETY SEAT LATCH FAILED AND DETACHED FROM THE CENTER SEAT CONSOLE. THE VEHICLE WAS TAKEN TO THE DEALER. THE MANUFACTURER WAS ALSO CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 67,911 AND THE CURRENT MILEAGE WAS 67,941. SM.</p> <p>owner contacted Ford Motor Co wheelwell. Vehicle is in for repair as of 4/16/12 not help pay for repairs and was informed they would</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. 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>					

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Safety issue with Mercury Monterey

From [redacted]
Subject : Safety issue with Mercury Monterey
To : amulally@ford.com
Cc : jvondale@ford.com

Wed, Mar 21, 2012 04:03 PM

3 attachments

Dear Mr. Mulally:

I am contacting you in an effort to gain your assistance with a safety issue I am currently having with my 2004 Mercury Monterey mini-van. I have contacted Ford Motor Company through the appropriate channels and so far have not gotten any assistance with my issue.

On Saturday, March 10, 2012, my husband was washing our van when the third row safety latch fell out the side of the van and on to the ground. (The third row was folded into the floor at the time due to some recent shopping). The metal plate that the safety latch is mounted to from outside the car in the wheel well has rusted from the inside rather than from the wheel well itself. We took the van immediately to Napelton Lincoln Mercury, our local dealership, and they took photographs of the items which I have attached. I then contacted Ford through the customer service hotline and was issued case # 720153523. I have spoken with our regional customer service director, Susan (888-214-2155 x77802) and her supervisor, Cynthia Magregor (866-631-3788 x77805) and both have informed me that Ford is unable to assist with this issue.

My husband and I are very disappointed with the response we have received so far. We consider this latch to be a very serious safety issue that could have had tragic consequences if our children or their friends had been riding in that seat during an accident. Furthermore, the latch could have disengaged from the vehicle while we were driving causing an accident that could have injured us or other drivers in the process.

Both my family and my husband's family have been loyal Ford customers for approximately the last 35 years (our parents even longer as they are both in their 80's).

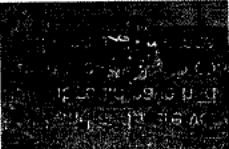
This is also the second time we have faced an issue with a Ford Vehicle. We purchased the Monterey van after several transmissions went out on our 2000 Ford Windstar. At the time this happened, we also had a difficult time getting Ford Motor Company to offer any assistance. With the help of Napelton Lincoln Mercury we were finally able to trade in the Windstar (which we had lost faith in) for our Monterey van. We feel we gave Ford a second chance when we purchased this van and we are once again very frustrated to be experiencing safety issues and receiving no assistance with repairs from Ford.

I am hoping that you will be able to assist us with getting this item repaired. It is important that this be fixed in a timely manner so that rain does not enter the vehicle and ruin the carpeting.

I look forward to hearing from you. If I can provide additional details please contact me at [redacted]

Thank you for your time

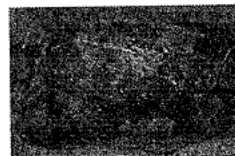
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