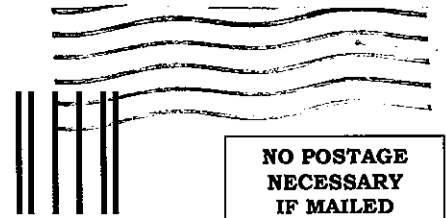
 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 106148	
Date Received FEB 28 2013		Repository <input type="checkbox"/>		Reference No. 10495241	
30-JAN-2013		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Evening Telephone Number [REDACTED]		OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Address [REDACTED]		City WILLIAMSBURG	
State PA		Zip Code [REDACTED]		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).	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number located at bottom of windshield on driver's side 4M2ZU86K14U [REDACTED]		Make MERCURY	Model MOUNTAINEER	Model Year 2004	
Date Purchased 8-7-2007	Dealer's Name and Telephone Number Hoover's Used Cars 814-695-3035		Engine: No: Cylinders 6	Fuel Type: Gas	
Original Owner <input type="checkbox"/>	Dealer's City Hollidaysburg, Pa.	State Pa.	Zip Code 16648	Incident Date(s) 29-MAR-2011	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain AWD	Multiple Failure:	[REDACTED]	
<input checked="" type="checkbox"/> Cruise Control	FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 162000 STRUCTURE: BODY			Failure Mileage 63725	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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2004 MERCURY MOUNTAINEER. THE CONTACT STATED THAT THE REAR LIFT GATE WAS FRACTURED AROUND THE EMBLEM UP TO THE MIDDLE OF THE REAR WINDOW. THE VEHICLE WAS TAKEN TO THE DEALER WHO INSPECTED THE FAILURE. THE MANUFACTURER WAS NOTIFIED WHO STATED THERE WAS NO RECALL AND TO CONTACT NHTSA. THE FAILURE MILEAGE WAS 63,725. I'm afraid to use the BACK DOOR (gate) in case the window would break. TOOK the VALUE of my car Down when I decide to Trade IT !!!					
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.					

(over)
 →

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

When I see Another Mercury Mountaineer Like Mine (Also Ford Explorers) They ARE ALL CRACKED Like Mine. I WAS going TO buy one IN A Junk Yard And put on my Car, but there's NOT one in A Junk Yard That isn't CRACKED Either. They All Told me They're KNOWN For that CRACKING!! They Even said if I put A New one on it would probably CRACK TOO. Poor Quality, Needs to be METAL!!! IT Exploded And CRACKED Just backing into my Garage. Sounded Like A Gun Going off!!

ATTACH ADDITIONAL SHEETS IF NECESSARY



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

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





My Husband put caulking on the crack so
no water would get inside and rust out the door.