

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 21-FEB-2013 APR 07, 2013	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City BENTONVILLE State AR Zip Code [REDACTED]				Repository ☐	
				Reference No. 10499568	
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).				Daytime Telephone Number [REDACTED]	
				E-mail Address [REDACTED]	
Evening Telephone Number [REDACTED]				E-mail Address [REDACTED]	
				E-mail Address [REDACTED]	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3MEHM08127R [REDACTED]		Make MERCURY		Model MILAN	
Model Year 2007		Date Purchased		Dealer's Name and Telephone Number Lundberg's McLaury 479-273-9022	
Engine: No: Cylinders 6		Fuel Type: Gas		Original Owner ☒	
Dealer's City Bentonville		State AR		Zip Code 72712	
Transmission Type Auto		☐ Antilock Brakes ☒ Cruise Control		Powertrain	
Multiple Failure:		Incident Date(s) 20-NOV-2012			
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage 45000	
Failure Speed					
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 2007 MERCURY MILAN. THE CONTACT STATED THAT THE DASHBOARD BECAME WARPED AND BEGAN TO RISE UPWARD, NEAR THE FRONT PASSENGER'S SIDE AIR BAG HOUSING. THE VEHICLE WAS INSPECTED BY AN AUTHORIZED DEALER AND THEY INFORMED THE CONTACT THAT THE ENTIRE DASHBOARD WOULD NEED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 45,000.					
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.					