

JUN 10 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

FOR AGENCY USE ONLY 100148

U.S. Department
of TransportationNational 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

Date Received

28-MAR-2014

Repository ☐Reference No.
10575319

OWNER INFORMATION (Type or Print)

Name

Address

City SOUTH PASEDNA

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Make

MERCURY

Model

MILAN

Model Year

2007

VIN 3MEHM08127R

PREMIER

Date Purchased

07

Dealer's Name and Telephone Number

SCARATTS MOTOR

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☒

Dealer's City

ST. PETE.

State

FLA

Zip Code

33707

6

Transmission Type

☒

Antilock Brakes

Powertrain

Multiple Failure:

YES - A/C/COMP.

Incident Date(s)

14-MAR-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)

Failure Mileage

33000

Failure Speed

35

6 IGNITION COILS, 6 SPARK PLUGS, COMPUTER

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 WHILE TRAVELING APPROXIMATELY 35 MPH, THE VEHICLE BEGAN TO LUNGE FORWARD WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A PRIVATE MECHANIC WHO DIAGNOSED THAT SIX IGNITION COILS, SIX SPARK PLUGS, AND THE DC COMPUTER NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE VEHICLE WAS REPAIRED BUT DID NOT RECTIFY THE FAILURE. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 33,000.

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.

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

When problem first occurred I had a difficult time getting home. My wife was in the hospital and I just topped off with gas at a Mobil Station. I thought when car started to jerk & stopped I had water in the gas. Finally after 1 1/2 - 2 hrs. I got home. The next day at 7:30 A.M I left for the hospital to visit my wife. Some thing happened. Took it into a reputable S/S & they diagnosed the problem. Contacted Ford Motor Co. In Detroit & got a very poor response. I have documentation Ford knew about these problems back in 2005. Do they have to wait till people get killed ??? WALKER FORD IN Clearwater said Ford knew of these problems in 2005 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

TAMPA

FL 335

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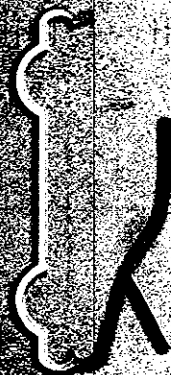
WASHINGTON, DC

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, Lessee, or Lender (VOEL)
U.S. Department of Transportation
National Highway Traffic Safety Administration