

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

 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		FOR AGENCY USE ONLY 100148	
		Date Received 24-MAR-2015		Repository ☐ Reference No. 10701469	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
MT. PLEASANT		NC			
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		Model	
4M2EU38E49		MERCURY		MOUNTAINEER	
Date Purchased		Dealer's Name and Telephone Number		Model Year	
Original Owner ☐		Dealer's City		2009	
Transmission Type		Engine:		Fuel Type:	
☐ Antilock Brakes		No: Cylinders			
☐ Cruise Control		Powertrain			
		Multiple Failure:		Incident Date(s)	
				01-SEP-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 220000 SEATS				Failure Mileage	
				45000	
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: DOTM9ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		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 2009 MERCURY MOUNTAINEER. THE CONTACT STATED THAT WHEN THE KEY WAS INSERTED IN THE IGNITION SWITCH TO START THE VEHICLE, THE POWER SEAT FAILED TO MOVE FORWARD FROM THE EASY EXIT POSITION. THE CONTACT STATED THAT THE POWER SEAT WOULD ALSO MOVE BACKWARDS IN A POSITION THAT PREVENTED THE CONTACT FROM REACHING THE BRAKE PEDAL. IN ADDITION, THE AIR BAG WARNING INDICATOR ILLUMINATED WHEN THE FAILURE OCCURRED. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 45,000.					
THE SEAT DID MOVE FORWARD FROM EASY EXIT POSITION, BUT IMMEDIATELY OR WHEN STARTING VEHICLE, RETURNED TO EASY EXIT. DEALER DIAGNOSED AS WEAK BATTERY. REPLACED BATTERY. NO REPEAT PROBLEMS SO FAR					
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.					



SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. - 2:00 p.m. - Saturday

R/O Open Date	R/O Number
3/25/15	
R/O Close Date	Status
3/25/15	Final
Mileage In	Mileage Out
52535	52535
Service Advisor / Tag #	
Adrienne Morgan/*W*	
Vehicle Identification Number	
4M2EU38E49U	
Delivery Date	In-Service Date
5/21/09	5/14/09
Color	License Number
SILVER	

MT PLEASANT, NC

Year	Make	Model	Body	Color	License Number
2009	MERCURY	MOUNTAINEER	4X2	SILVER	
H1307					

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [REDACTED]	Email: [REDACTED]	
#1 - 51FO: BODY ELECTRICAL C/S THAT WHEN HE TURNS THE KEY ON THE SEAT GOES BACK TO THE EXIT POSITION AND THE AIR BAG LIGHT STAYED ON ALL DAY YESTERDAY Work performed by Daniel Barnhardt (851) P2290-FIRST PINPOINT TEST SAYS CHECK BATTERY-SEE LINE BELOW		Internal
#2 - P99: PERFORM MULTI-POINT INSPECTION Work performed by HOUSE TECH (999) Sub Total: .00		
#3 - 065: SERVICE HISTORY ADMIN FEE Work performed by HOUSE TECH (999) Sub Total: .85		.85
#4 * BATTERY: REPLACE BATTERY Work performed by Eric Costin (249) Installed BXT 65 650 :BATTERY 1@119.95 Hazardous Materials Charge Sub Total: 131.95		10.00 119.95 2.00
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."		10.85
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		119.95
LABOR		.00
PARTS		.00
DEDUCTIBLE		1.80
SUBLET		2.00
SHOP SUPPLIES		8.53
HAZARDOUS MATERIALS		.00
SALES TAX OR TAX I.D.		.00
SPECIAL ORDER DEPOSIT		.00
DISCOUNTS		143.13
TOTAL DUE		143.13
Visa/Mastercard [REDACTED]		
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		