


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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 23-JUN-2015		Repository <input type="checkbox"/> Reference No. 10726806	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State	Zip Code				
DULUTH		GA					
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	Model Year	
4M2ZU66W94U			MERCURY		MOUNTAINEER	2004	
Date Purchased		Dealer's Name and Telephone Number			Engine:	Fuel Type:	
12-2003					No: Cylinders 8	GAS	
Original Owner	Dealer's City		State	Zip Code			
<input checked="" type="checkbox"/>	DULUTH		GA				
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain		Multiple Failure:		Incident Date(s)	
	<input checked="" type="checkbox"/> Cruise Control					22-JUN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: VISIBILITY/WIPER (PWS), 162610 STRUCTURE: BODY: HATCHBACK/LIFTGATE: HINGE AND ATTACHMENTS					Failure Mileage	Failure Speed	
					107000		
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	Fire	Number of Persons Injured		Number of Deaths	Reported to Police		
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	1		0	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. WHILE THE VEHICLE WAS PARKED, THE REAR LIFTGATE GLASS STRUT DISENGAGED AND THE GLASS DETACHED FROM THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 107,000.							
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 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.							

From: Gwinnett Place Ford [tdellatorre@vtaig.com]
Sent: Wednesday, June 24, 2015 6:05 PM
To: [REDACTED]
Subject: Your Order has been completed (Order Ref [REDACTED])

Follow Up Flag: Follow up
Flag Status: Flagged

Dear [REDACTED]

Thank you for placing your order with **Gwinnett Place Ford**. Order details are given below:

Order Summary:	
Order Reference #	[REDACTED]
Order Status	COMPLETED/SHIPPED
Shipping Carrier	
Tracking URL	
Tracking #	[REDACTED]
Order Date/Time	2015-06-24 11:03:59
Shipping Method	SMALL FLAT RATE BOX
Shipping Amount	\$6.99
State Tax [(+) Sales Tax @ 6%]	\$4.61
Order Total	\$81.48
Order Comment:	

Ordered Items:

Item Detail	Qty	Price	Total
KIT - REAR WINDOW REPAIR Make: Mercury	1	\$69.88	\$69.88

Dealer Detail:	
Dealer Name	Gwinnett Place Ford
Email Address	tdellatorre@vtaig.com
Dealer Address	3230 Satellite Blvd Duluth - 30047
Dealer Phone#	(770)-813-6670 [Ext:]
Dealer Fax#	--
Dealer Website	[REDACTED]

GWINNETT PLACE BODY SHOP

Workfile ID: [REDACTED]

2970 OLD NORCROSS RD, DULUTH, GA 30096

Phone: (770) 813-6833

FAX: (770) 921-3229

Preliminary Estimate

Customer: [REDACTED]

Written By: Chris Spinks

Insured: [REDACTED]
Type of Loss:
Point of Impact: 06 Rear

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:

Inspection Location:

Insurance Company:

GWINNETT PLACE BODY SHOP
2970 OLD NORCROSS RD
DULUTH, GA 30096
Repair Facility
(770) 813-6833 Day

[REDACTED] Cell

VEHICLE

Year: 2004	Body Style: 4D UTV	VIN: 4M2ZU66W94U [REDACTED]	Mileage In:
Make: MERC	Engine: 8-4.6L-FI	License:	Mileage Out:
Model: MOUNTAINEER 4X2	Production Date:	State:	Vehicle Out:
Color: Int:	Condition:	Job #:	

TRANSMISSION

Automatic Transmission
Overdrive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat

DECOR

Dual Mirrors

Privacy Glass

Console/Storage
Overhead Console

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Rear Window Wiper

RADIO

AM Radio
FM Radio
Stereo
CD Player

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes

ROOF

Luggage/Roof Rack

SEATS

Cloth Seats
Bucket Seats
3rd Row Seat

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

TRUCK

Trailer Hitch
Trailer Package

Preliminary Estimate

Customer: [REDACTED]

Vehicle: 2004 MERC MOUNTAINEER 4X2 4D UTV 8-4.6L-FI

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		LIFT GATE					
2	*	Repl RT Hinge Note: Customer will provide provide.	3L2Z78420A68AC	1	0.00	0.2	
3	*	Repl LT Hinge Note: Customer will provide part.	3L2Z78420A69AC	1	0.00	Incl.	
4		R&I Glass w/applique Mercury from 3/4/02				1.6	
5		R&I R&I trim panel				0.3	
SUBTOTALS					0.00	2.1	0.0

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			0.00
Body Labor	2.1 hrs @	\$ 42.00 /hr	88.20
Body Supplies	0.2 hrs @	\$ 3.50 /hr	0.70
Subtotal			88.90
Sales Tax	\$ 0.70 @	6.0000 %	0.04
Grand Total			88.94
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			88.94

Thank you for choosing GWINNETT PLACE FORD BODY SHOP. Our facility is one of the most modern and well equipped in the Atlanta area. We take every precaution to safeguard your vehicle; however, we do ask that you remove any valuables. Our expert technicians take pride in their work and routinely handle repairs from minor dings to major collisions.

We do our best to return your vehicle to you as quickly as possible. However, many variables can delay estimated times of repairs. Often, after a vehicle has been disassembled additional damage may be found. At that time a supplement must be prepared and submitted for approval. Other variables such as, cure times of paints and primers, parts availability and the human factor may affect the estimated time of repairs.

We ask that payment be rendered upon receiving your vehicle. We gladly accept check, cash, American Express, Discover, Master card and Visa.

Again, we here at GWINNETT PLACE FORD BODY SHOP do appreciate your patronage and hope that your experience with us has been a good one.

GETTING PLACED TO 80

DISPATCH TO 70

DATE: 10/06

10/06/2015

17:21:25

ST CAP

SA

RD#

XXXXXXXX

TRF

0003

#

0003

Auth #

000913

Approval Code

513446

Method

Swiped

Online

SALE AMOUNT

\$88.94

CUSTOMER COPY

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10726806-----
Date: Thursday, August 13, 2015 7:41:56 AM
Attachments: [NHTSA DOCUMENTS.pdf](#)
Importance: High

Sent: Wednesday, August 12, 2015 3:37 PM

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10726806-----
Importance: High

From: [REDACTED]
Sent: Wednesday, August 12, 2015 2:41 PM
To: DataQuality, DataQuality (NHTSA)
Cc: shakita.shaw.ctr@dor.gov
Subject: RE: FW: NHTSA: Follow up to ODI Complaint: ----10726806-----
Importance: High

Good morning , attached is the form I received from the NHTSA along with copies of the paper work showing where I had to purchase the parts for the repair of my vehicle. The parts were purchased from Gwinnett Place Ford, Duluth GA and the necessary repairs were done by Gwinnett Body Shop , Duluth, GA. The total out of pocket expense was \$170.42. Just to let you know I did follow through & contact FORD Motor Company directly & spoke with 2 different people in customer relations & complaints. I was told that my vehicle was not covered under the previous recall that has the exact same part as a 2004 Ford Explorer because my vehicle is a 2004 Mercury Mountaineer even though the parts were from the same manufacturer , my vehicle was manufactured in a different facility so it does not fall under the same guide lines. I find this extremely hard to believe knowing after doing some of my own research there are MANY complaints about the same defective parts across the country on other vehicles that Ford should make good on the recall for the Mercury Mountaineer as well. I hope with the attached paper work your department will be able to follow through & let Ford know there is a problem with their vehicles & they need to take responsibility for the defective parts that broke on my vehicle because it is a SAFETY HAZARD. When the hinge broke off the glass fell & hit my son in the head, please note the vehicle was NOT moving at the time , it was parked & he was putting bags into the vehicle when this happened. Luckily my son was ok, not like Ford even cared.

Your help & cooperation is greatly appreciated.

[REDACTED]
Duluth, GA

From: shakita.shaw.ctr@dot.gov [<mailto:shakita.shaw.ctr@dot.gov>] **On Behalf Of** EVOO@dot.gov
Sent: Wednesday, August 12, 2015 1:53 PM
To: [REDACTED]
Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10726806-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation