

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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: 29-DEC-2015 MAR 13 2016		Repository ☐ Reference No. 10816816	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
MIDDLESEX		NJ			
Zip Code					
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	
3MEHM0JG2B		MERCURY		MILAN	
Model Year		Date Purchased		Dealer's Name and Telephone Number	
2011				844-530-3710 Flemington Car and Truck Country	
Engine:		Original Owner		Dealer's City	
No: Cylinders		☒		Flemington	
4		State		Zip Code	
Regular		NJ		08822	
Transmission Type		Antilock Brakes		Powertrain	
3.0		☒			
		☒		Multiple Failure:	
				Incident Date(s)	
				07-DEC-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage	
				49905	
				Failure Speed	
				In Park	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		Number of Deaths	
				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 2011 MERCURY MILAN. THE CONTACT STATED THAT THE VEHICLE WAS TURNED OFF AND WHEN THE KEY WAS TURNED OVER, THERE WAS A WARNING INDICATOR FOR THE POWER STEERING. THE VEHICLE WAS TOWED TO A DEALER BUT WAS NOT DIAGNOSED OR REPAIRED. THE VEHICLE WAS AT THE DEALERS FOR LONGER THAN THREE WEEKS AS THE CONTACT WAS WAITING FOR A PERMANENT REPAIR REMEDY. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE VIN WAS NOT AVAILABLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 49,905. We pay a third of the cost - \$1538.77 Ford company paid a third - \$532.77 And Flemington Ford Dealership also paid a third - \$538.71					
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)

Our Vehicle was built in the same factory as
the recall but our's was built 3 week earlier
then the recall start date, The Service Manager
at Flemington Ford felt it was the same issue
but since our car was built (3) weeks earlier the
recall start date our VIN # was not in the
recall list.

Thank You - Appreciate Your Help

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

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Penalty for Private Use \$300

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US Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation, NEF100

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's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

