

<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET: www.nhtsa.dot.gov/hotline</b>		FOR AGENCY USE ONLY 100148	
		Date Received  12-MAR-2018  <b>JUN 12 2018</b>	Repository <input type="checkbox"/>  Reference No. 11078647
<b>OWNER INFORMATION (Type or Print)</b>			
Name <span style="background-color: black; color: black;">[REDACTED]</span>		Daytime Telephone Number <span style="background-color: black; color: black;">[REDACTED]</span>	
Address <span style="background-color: black; color: black;">[REDACTED]</span>		E-mail Address	
City FLAT ROCK	State MI	Zip Code <span style="background-color: black; color: black;">[REDACTED]</span>	
<small>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).</small>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MRDA202348 <span style="background-color: black; color: black;">[REDACTED]</span>		Make MERCURY	Model Year 2004
Date Purchased <i>May 2004</i>	Dealer's Name and Telephone Number <i>Varsity Ford of Ann Arbor</i>		Engine: No: Cylinders <i>6</i>
Original Owner <input checked="" type="checkbox"/>	Dealer's City <i>Ann Arbor</i>	State <i>MI</i>	Zip Code <i>48176</i>
Transmission Type <i>Automatic</i>	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:  Incident Date(s) 12-FEB-2018
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 010000 STEERING		Failure Mileage 127320	Failure Speed 15
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
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:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <small>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</small>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 MONTEREY. WHILE DRIVING 15 MPH AND ATTEMPTING TO MAKE A RIGHT TURN, THE STEERING ABILITY BECAME VERY HARD. THE FAILURE BEGAN TWENTY DAYS AGO AND WORSENER. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS NOT TAKEN TO THE DEALER OR AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 127,320. THE VIN WAS INVALID.			
<i>It was found that steering Balljoint was heavily Rusted. Very corroded. had to be Replaced.</i>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<small>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.</small>			