



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  
09-MAY-2018  
**JUL 23 2018**

Repository   
Reference No.  
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**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City ALEXANDRIA State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] 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  
4M2CN9HG7BK [REDACTED] Make MERCURY Model MARINER Model Year 2011

Date Purchased 8/29/2013 Dealer's Name and Telephone Number Car Max (703) 576-6550 Engine: No: Cylinders 6 Fuel Type: gas

Original Owner  Dealer's City Woodbridge, VA State VA Zip Code 22192

Transmission Type auto  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 01-JAN-2017  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) Failure Mileage Failure Speed

**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: DOTM1A9ABC036)  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  Yes  No Fire  Yes  No Number of Persons Injured 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 MARINER. THE CONTACT STATED THAT NHTSA CAMPAIGN NUMBER: 16V777000 (FUEL SYSTEM, GASOLINE) EXCEEDED A REASONABLE AMOUNT OF TIME FOR REPAIR. THE CONTACT RECEIVED THE RECALL NOTIFICATION IN JANUARY OF 2017. THE CONTACT SPOKE WITH OURISMAN FORD & LINCOLN (6129 RICHMOND HIGHWAY, ALEXANDRIA VA, 22303, (703) 660-9000) SEVERAL TIMES CONCERNING PART AVAILABILITY. THE DEALER STATED THAT PARTS WERE UNAVAILABLE FOR THE REPAIR. THE DEALER INFORMED THE CONTACT TO CALL BACK IN TWO WEEKS. THE CONTACT CALLED BACK IN TWO WEEKS AND WAS INFORMED THAT PARTS WERE STILL UNAVAILABLE. THE MANUFACTURER WAS CONTACTED AND PROVIDED A CASE NUMBER. THE MANUFACTURER INFORMED THE CONTACT THAT THE SITUATION CONCERNING PART AVAILABILITY WAS ESCALATED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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.