



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

Repository ☐

28-SEP-2018

Reference No.

11132185

NOV 16 2018

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

IRONTON

State

OH

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

3MEHMOJG6BF

Make

MERCURY

Model

MILAN

Model Year

2011

Date Purchased

2/27/2013

Dealer's Name and Telephone Number

BOYD COUNTY FORD 606 329-2120

Engine:

No: Cylinders

Fuel Type:

Flex

Original Owner

☐

Dealer's City

ASHLAND

State

KY

Zip Code

41101

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

28-SEP-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

180000

Failure Speed

0

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

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 2011 MERCURY MILAN. WHEN THE CONTACT STARTED THE VEHICLE, THE POWER STEERING ASSIST WARNING INDICATOR ILLUMINATED AND THE STEERING BECAME INOPERABLE INTERMITTENTLY. THE CONTACT STATED THAT THE VEHICLE WAS SERVICED PER NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING) AT BILL COLD FORD LINCOLN (2119 GREENUP AVE, ASHLAND, KY 41101, 606-329-2120); HOWEVER, THE REMEDY FAILED TO REPAIR THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THE VEHICLE WAS ALREADY SERVICED. THE FAILURE MILEAGE WAS APPROXIMATELY 180,000.

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 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)

A DEFECTIVE PART IS A DEFECTIVE PART REGARDLESS OF
MILEAGE. SOMETHING AS SERIOUS AS POWER STEERING
WHICH COULD CAUSE ACCIDENTS SHOULD NOT SIMPLY HAVE
AN EXTENDED WARRANTY. IT SHOULD BE FIXED!!!

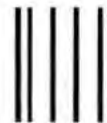
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U.S. Department
of Transportation

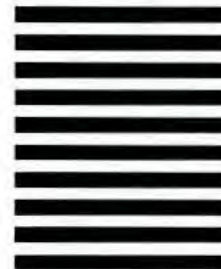
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
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IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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

