

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline 9 2002
Vehicle Owner's Questionnaire
 TO REPORT VEHICLE SAFETY DEFECTS
 1-888-DASH-2-DOT
 (1-888-327-4235)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od_or

rt_dt

od_rt

up_ltr

Reference No.

01 JAN -3 PM 1:50

DEFECTS

Daytime Telephone Number

563890

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to conduct a follow-up survey of the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of a

Signature of Owner

11/1/01

We lived in

PRODUCT INFORMATION

Vehicle Identification (17 Digits)

windshield on driver's side)

Make

Model

Year

Purchased Date

Dealer's Name

MAXFIELD ROAD

Engine Size (CID/CC/L)

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection?☐ New ☐ Used

Dealer's City

State

Zip Code

No. Cylinders

Manufacture Date (on driver's door or pillar)

Transmission Type

Retraction System

Cruise Control

Drivetrain

Vehicle Type

Body Style

☐ Manual☐ Driverside Air Bag☐ Motorbelt☒ Yes☒ No☐ Passenger Air Bag☐ 2-Point Belt☒ 3-Point Belt☐ Front☒ Rear☐ 4-Wheel☒ Car☐ Sport Utility☐ Van☐ Truck☐ Minivan☐ Motorcycle☒ Other (Specify)☒ 2-Door☐ 4-Door☒ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

☐ Left☐ Right☐ Front☐ Rear

Failed Part(s)

☐ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes☐ No

NHTSA Previously

Contacted?

☐ Yes☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons injured

0

Number of Fatalities

0

Reported to Manufacturer

☒ Yes☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). Our Lynx would not start (if cold) but as soon as it would warm-up it would stall with every slow-down or stop. I counted 17 stalls + restarts on my way to work one day. We scheduled appointments at the Mercury Dealer, where we bought it (HAR ARZZ). Sometimes it would run better, for a day or two. During some of these repair appointments HAR ARZZ's Service Dept. said they could not repair it + did not know the problem. After we spent about \$1000. in repair work we sent a letter to the regional Ford office to request that

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

we be reimbursed the repair costs and give us an option to purchase another auto. We received a denial letter from Ford.

During this period I had nightmares about driving this car; I missed parts of day work. My husband and I had the inconvenience of only depending on one car as our 2nd vehicle had no problems. We were eventually forced to buy another car years sooner than we usually do.

I also filed a complaint with Ohio Attorney General's Consumer Protection Agency. They advised us to write the letter to Ford.

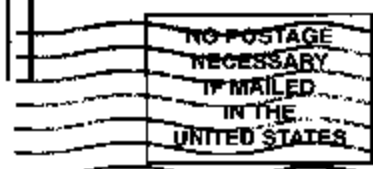
We continue to request reimbursement from Ford.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

20590+0001

Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(VQQ)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
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