

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's QuestionnaireNATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>**FOR AGENCY USE ONLY** 258

Date Received

19-MAY-2001

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Reference No.

745529

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
1MELM10P8VW614947	MERCURY	TRACER	1997			
Purchase Date 01-MAR-1997	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No Cylinders _____				
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11110000	Part Name(s) HEATER:WATER:DEFROSTER:DEFOGGER:HEATER CORE:WATER	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 1	Date(s) of Failure(s) 17-MAY-2001 74200 Mileage at Failure(s) 60	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 1	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

HOLES EATEN THROUGH HEATER CORE INLET & OUTLET PIPES-LEAKED CAUSING DAMAGE TO AIR BAG MONITOR WHICH HAD TO BE REPLACED. NEW MONITOR CAME WITH A SHIELD NOT ON THE CAR WHEN I BOUGHT IT. THIS LEADS ME TO BELIEVE THEY KNOW THERE IS A PROBLEM, BUT DID NOT NOTIFY ME ABOUT IT. I DID NOT TAKE MY CAR TO HAPER FORD SINCE WHEN I WAS THERE FOR MY 60 THOUSAND MILE CHECK UP , THEY CHARGED ME TO SERVICE MY AUTOMATIC TRANSMISSION AND THE CAR I OWN DOES NOT HAVE ONE. I FEEL THE DIDNT SERVICE MY CAR CORRECTLY AT THE TIME. HEATER CORES GOING OUT IN FIVE YEARS, RUINING A REQUIRED PART BY THE GOVERNMENT. I FEEL THIS COULD HAVE BEEN PREVENTED AND SHOULD HAVE BEEN, IT DIDNT JUST HAPPEN IN THE LAST 14,00 MILES AFTER MY WARRENTY EXPIRED. AGAIN I WOULD LIKE TO STRESS THIS IS A DESIGN FLAW. THANK YOU TRACY KAUFMAN

CONTINUE ON REVERSE

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.