

785418

From: siracusa@publicinteractive.com
To: Young, Beverly <NHTSA>, Jimenez, Alberto <NHTSA>
Date: 5/8/01 5:20PM
Subject: Car Talk VOQ submission

* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Tuesday, May 8th 2001 at 5:19:32 PM

VEHICLE OWNER'S QUESTIONNAIRE
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OWNER INFORMATION

NAME: [REDACTED]
ADDRESS: [REDACTED]
TELEPHONE: [REDACTED]

NHTSA authorized to send a copy of this report to the manufacturer: Yes

VEHICLE INFORMATION

VIN: 1melm6533tk63429
MAKE: Mercury
MODEL: Mystique
YEAR: 1996

ODOMETER: 500470
PURCHASE DATE: NEW OR USED:

DEALER NAME: Lincoln-Mercury of Hollywood
ADDRESS: Hollywood, CA 90028

ENGINE SIZE:
CYLINDERS: 4

FUEL INJECTION: No
TURBO: No
FUEL TYPE:
ANTILOCK BRAKES: No
CRUISE CONTROL: Yes
DRIVETRAIN:

DRIVER AIRBAG: Yes
PASSENGER AIRBAG: Yes
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Engine

PART NAME(S): Head Gasket
Cylinder

LOCATION:

NUMBER OF FAILURES: One each

DATE(S) OF FAILURES: Head gasket failed May 1st, after repaired learned of cylinder failure

MILEAGE AT FAILURE(S): 50,040

SPEED AT FAILURE(S): 35 Miles per hour

MANUFATURER CONTACTED: No

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE:

NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

The engine first failed on the offramp of a highway. My husband and I were able to push the car across 4 lanes of traffic in order to park it in a safe position for towing. We towed it to the Mercury-Lincoln dealer in Hollywood, since we needed to get the recall work done on our brakes as well. We told them about the engine failure, the horrible smoke and smell coming from under the hood, and yet they kept insisting we only needed a new battery. They kept the car for three days. They did the recall work, and they replaced the battery, and they said nothing else was wrong with the car. We were sceptical, but we didn't want to leave the car with them any longer, if they were unable or unwilling to find the cause of the failure in the first place. On the way home the head gasket blew, and we had it towed to a repair shop near our house. After the head gasket was repaired, the engine still sounded bad, so we took it to ANOTHER place which then told us the cylinder was bad. We took it back to the place that had fixed the head gasket, and they also confirmed that the cylinder was bad. I had a bit of shopping to do, and on the way back the engine and battery light went on and I pulled over immediately before I blew something else in the engine. I had the car towed back to Lincoln-Mercury and told them all of our ordeal. Tony, the service manager, kept insisting that the people who had replaced the head gasket must have done something wrong. When I pointed out that it was Lincoln-Mercury who had failed to see any problems with the engine when we first brought it in. He said he couldn't comment on that until he looked at the work records. On his records he had only written that we had needed a battery replaced, and so he insisted that they had done what WE had told them to do...which was a total lie. I insisted that just because HE wrote that it was only the battery, that doesn't change the truth that we had insisted all along that it was something more serious. He tried to avoid the subject by saying that the car is probably fine and that it probably only needed a bit of adjusting of the sensors. I got angry and said it is NOT something minor, just like it wasn't something minor when we brought it in the first time. I wonder if Lincoln-Mercury has given their mechanics instructions to avoid engine work, so that the obvious problems with their engines will not be revealed. We have given our engine regular oil changes and have treated the car according to manufacturer guidelines. There is no logical reason why the engine should be having these problems other than poor manufacturing in the first place.

END OF FORM



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1058

Date Received

08-MAY-2001

Od. or

rt. dt

pd. rt

rp. ltr

Reference No.

785418

Work Number

Home Number 323-733-4729

OWNER INFORMATION (Type or Print)

CAROL MCLAINÉ 695485
950 S WILTON PLACE
LOS ANGELES CA 90019

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 back of instrument panel)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1MELM6533TK634290	MERCURY	MYSTIQUE	1996	

Purchase Date <input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CC/L 4CYL	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio
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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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input 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 checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021 08100000 05150000	Part Name(s) ENGINE:GASKETS:VALVE COVER ELECTRICAL SYSTEM:BATTERY ENGINE:OTHER PARTS	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 3	Date(s) of Failure(s) 01-MAY-2001 50040 Mileage at Failure(s) 35	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 type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE FAILED WHILE DRIVING ON THE HIGHWAY, VEHICLE WAS THEN PUSHED TO THE SIDE OF THE ROAD WHERE CONSUMER THEN NOTICED SMOKE AND A HORRIBLE SMELL COMING FROM UNDER THE HOOD, VEHICLE WAS THEN TOWED INTO DEALERSHIP, CONSUMER WAS THEN ADVISED THAT ONLY A BATTERY WAS NEEDED AND SAID NOTHING ELSE WAS WRONG, AFTER THREE DAYS OF DEALERSHIP HAVING THE VEHICLE AND NOT TRYING TO FIND THE CAUSE OF THE THE SMELL AND SMOKE CONSUMER PICKED VEHICLE UP, ON THE WAY HOME THE HEAD GASKET BLEW AND IT WAS TOWED TO A REPAIR SHOP, AFTER THE HEAD GASKET WAS REPAIRED, THE ENGINE STILL SOUNDED BAD, SO CONSUMER TOOK VEHICLE TO ANOTHER SHOP AND IT WAS DETERMINED THAT THE CYLINDER WAS BAD, CONSUMER