



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date Received

23-OCT-2002

OFFICE OF
SAFETY INVESTIGATION
 Od. or
rt. dt
od. rt
up. fr

Reference No.

8021476

OWNER INFORMATION (Type or Print)

EDISON

NJ

Work Number

Home Number

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 11/04/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)

Vehicle Make

Vehicle Model

Vehicle Year

Current Odometer Reading

PLEASE PROVIDE

MERCURY TRUC

MOUNTAINEER

2000

6,500

Purchase Date

2/7/2000

Dealer's Name

North

City Lumberton

State NY

Zip Code 08902

Engine Siz
(CID/CC/L

No Cylinders 8

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injectio

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Automatic☒ Yes☐ No☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Bel☒ Passengerside Airbag☒ Yes☐ No☐ Front☐ Rear☐ 4-Wheel☐ Car☐ Van☐ Minivan☐ Other☒ Sport Ut☐ Truck☐ Motorcycle☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

11389898

Part Name(s)

HEATER-ELECTRICAL-SEATS (SEE INTERIOR SYSTEM)

Location

☒ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

1

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

July 2002

Failed Part(s)

Available?

☒ Yes☐ No

NHTSA

Previously

☐ Yes☐ 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

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☐ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES DRIVER SIDE SEAT MOTOR HAD DIED. VEHICLE WAS SERVICE TECHNICIAN NOTICE VEHICLE WAS MANUFACTURE WITH THE WRONG MOTOR. PLEASE PROVIDE FURTHER INFORMATION. MR

I was at my son's baseball game when I decided to move my seat (up) back to watch the game. When the motor went dead. When the technician removed the old motor, he realized it was the wrong motor for that truck.

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-578 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.