



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 1039

Date Received

29-NOV-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

899655

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) (Location at bottom of windshield and driver's side door)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4M2DU86E327J02747		MERCURY TRUCK	MOUNTAINEER	2002	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____
				☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15911000	Part Name(s) EQUIPMENT:OWNERS MANUAL INFORMATION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 18-OCT-2001 Mileage at Failure(s) 11 Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ 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 Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WARNING IN OWNER'S MANUAL STATED DON'T MODIFY HEADLINER ON VEHICLE WITH SIDE AIR BAGS ALSO, DEALER PUT SUNROOF IN VEHICLE FROM WHICH HEADLINER HAD TO BE TAKEN OUT. THIS VEHICLE WAS MODIFIED WITH NO REGARD FOR WARNING IN OWNER'S MANUAL. CONTACTED DEALER, AND NO RESPONSE FROM DEALER OR FORD CUSTOMER SERVICE.*AK

COPIES OF THIS FORM ARE:

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1639 Date Received <u>23 NOV-2001</u> Defect <u>1</u> Od or <u> </u> it at <u> </u> dd rt <u> </u> up ltr <u> </u> Reference No. <u>899655</u> Web <u> </u> Hot <u> </u>	
OWNER INFORMATION (Type or Print) [Redacted]			
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 information to the vehicle manufacturer. Signature of Owner <u>[Redacted]</u> Date <u>12-1-01</u>			
VEHICLE INFORMATION			
Vehicle Identification No. (VIN) <u>4M2DU86E327J02747</u>	Vehicle Make <u>MERCURY TRUCK</u>	Vehicle Model <u>MOUNTAINEER</u>	Vehicle Year <u>2002</u>
Purchase Date <u>11/1/01</u>		Current Odometer Reading <u>12000</u>	
☐ New ☒ Used	Dealer's Name <u>Sunshine Motors Corp</u>	Engine Size (CID/CC/L) <u>2.0</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
City <u>St James</u> State <u>LA</u> Zip Code <u>71782</u>		No Cylinders <u>6</u>	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Onverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☒ Sport UT ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
			Body Style ☐ 2-Door ☒ 4 Door ☐ Station wagon ☐ Pick Up ☐ Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>15811000</u>	Part Name(s) <u>EQUIPMENT:OWNERS MANUAL INFORMATION</u>	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures <u>1</u>	Date(s) of Failure(s) <u>18-OCT-2001</u>	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) <u>11</u>		
	Vehicle Speed at Failure(s) <u> </u>		
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 <u> </u>	Number of Fatalities <u> </u>
		Estimated Property Damage <u> </u>	Reported to Police ☐ Yes ☐ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) WARNING IN OWNER'S MANUAL STATED DON'T MODIFY HEADLINE R ON VEHICLE WITH SIDE AIR BAGS ALSO, DEALER PUT SUNROOF IN VEHICLE FROM WHICH HEADLINER HAD TO BE TAKEN OUT. THIS VEHICLE WAS MODIFIED WITH NO REGARD FOR WARNING IN OWNER'S MANUAL. CONTACTED DEALER, AND NO RESPONSE FROM DEALER OR FORD CUSTOMER SERVICE. AK <i>See attached letter</i>			

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) gives information 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.

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

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