



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received: **RECEIVED**

Repository ☐

02 FEB 23 2002 10:51

Reference No.
10001599

OFFICE

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

DEFECT

Name

Address

City

FRANKLIN

State OH

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side

4 M27 VU T22 DJ 18337

Make

MERCURY

Model

VILLAGER

Model Year

2002

Date Purchased

10/7/02

Dealer's Name and Telephone Number

CHARLIE WATSON FORD (513) 932-1010

Engine:

No: Cylinders

6

Fuel Type:

GASOLINE

Original Owner

Dealer's City

LEBAN, OHIO

State

OH

Zip Code

45005

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

AUTOMATIC FRONT WHEEL

Vehicle Component Code

161000 STRUCTURE: FRAME AND MEMBERS

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

07-OCT-2002

Failure Mileage

60

Failure Speed

60

VIBRATION BETWEEN 60+70 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

GENERAL

Tire Model (Name or Number)

ALL SEASON

Tire Size (Example P215/65R15)

P215-70R15

DOT No. (Example: DOTM19ABC036)

☒ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATES WHEN REACH A SPEED OF 60MPH THE VEHICLE SHAKES VIOLENTLY. DEALER NOTIFIED REPAIRED PROBLEM REOCCURED.

TS
**After 3 tire changes + Balancing still have problem -
(I was unable to find the DOT # on tire)**

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I am enclosing a copy of the letter from
and motor copy & the letter from
They indicate problem has been corrected.

(Stop has not)

I have also called General Tire Co. manufacturer
They sent me to Tire Kingdom store in Florida. They
wanted all four tires and I had to pay for the balance
of repair time. But still have problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

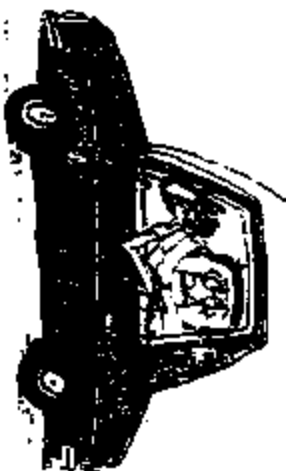
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/questionnaire

Dispute Settlement Board
P.O. Box 1424
Waukesha, WI 53187-1424



Case Number: 1401653082
Meeting Date: January 7, 2003
VIN: 4M2ZV11T22DJ18337

January 9, 2003

[REDACTED]
Franklin, OH

Customer Request: Option - Replace or Refund
Region: 47

Dear [REDACTED]

At the Dispute Settlement Board's most recent meeting, we reviewed the history and status of your case involving your 2002 Mercury Villager, as reported in the statements and supporting documents submitted by you, the dealer, and the Ford Motor Company.

After careful consideration of the case, the Board concluded that the vehicle has not been taken to the dealership to have the window concern addressed. In addition, the Board determined that the front end vibration and service engine light concerns were resolved after two repair attempts and the backfiring concern could not be verified. Therefore, the Board found that no further action was necessary and the request for a vehicle refund or replacement was denied. The Board based this decision on the Company and Dealer Reports. The Board noted that no compelling evidence was provided to the contrary.

The Dispute Settlement Board is an arbitration procedure. Decisions by the Board are binding on the dealer and Ford, but not on consumers who are free to seek remedies available under State or Federal law. The decisions of the Board, however, may be introduced into evidence by any party in any subsequent legal proceedings that may occur.

On behalf of the other Board members, I wish to express our appreciation for the opportunity to review your request.

Sincerely,

Roger Wilkie

Roger Wilkie
Board Chairperson

Gina Clark

B. McMillan

cc: Ford Motor Company
Vic Osman Lincoln Mercury
Charlie Watson Ford Mercury

*I don't know how they
came up with it. The window
has been corrected & the light has
been corrected. But the vibration
& backfiring has not.*



Ford Customer Service Division
Ford Motor Company

16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI 48121

November 15, 2002

[REDACTED]
Franklin, OH [REDACTED]

Re: Case # 1401653082

Dear [REDACTED]

The circumstances, which you outlined, have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. Although we regret not being able to meet your expectations, our review indicates that the information provided by our company representative was appropriate. Therefore, we are unable to be of further assistance in this matter.

Thank you for contacting Ford Motor Company.

Sincerely,

Ed Denton

Ed Denton
Customer Relationship Center

*I think this statement
made in this letter tells
me Ford Motor Co could
care less about my problem*

*They are just giving me the
run around till I get tired
and giving up. They want me
to go and buy new tires and pay
for them.*

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**