



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

Od_or

r_dk

od_it

up_lr

Reference No.

1003 OCT 12 PM 12:44

10042794

OWNER INFORMATION (Type or Print)

Name

Street

Apt. No.

City

State

Zip Code

Daytime Telephone Number

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 10/12/03

PRODUCT INFORMATION

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

Make

02 MERCURY
VILLAGE
4DR WAGON

Model

4 DR
WAGON

Year

2002

Purchased Date

10/07/02

Dealer's Name

CHARLIE WATSON FORD MERCURY

Engine Size
(CID/GAL)

6

☐ Turbo☐ Diesel☒ Gas☐ Fuel Injection☐ New ☐ Used

Dealer's City

LEBANON

7100 COLONY BLVD

State

OHIO

Zip Code

45036

Manufacture Date
(on driver's door or pillar)

6/02

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driver's Air Bag☒ Motorist☒ Passenger's Air Bag☐ 2-Point Belt☐ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Sport Utility☐ Van☐ Truck☒ Minivan☐ Motorcycle☐ Other

Body Style

☐ 2-Door☒ 4-Door☐ Station Wagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

☒ Left☐ Right☒ Front☐ Rear

Failed Part(s)

☒ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

GENERAL ALL SEASON

Complete Tire Size

P215-17DR15
RMS R16960

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No

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

I HAVE HAD THIS VIBRATION IN THE REAR AND RIGHT FRONT
FROM THE DAY I PURCHASED CAR-
THE DEALER CLAIMS IT IS TIRES-THEY HAVE BEEN REPLACED &
REPLACED TIRE THREE TIMES- STILL VIBRATION- IT IS THE
POINT NOW THE SEATS ARE VIBRATING-
THE PROBLEM HAS TO BE SOMETHING OTHER THAN TIRES-
MY DEALER + FORD MERCURY REFUSE TO PAY ANYTHING FOR THE
OVER

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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 HAVE FILED EVERY COMPLAINT I KNOW. NO HELP.
THIS VIBRATION IS GETTING TO SAFETY FRAMEWORK.

I HAVE FILED TO THE DISPUTE SETTLEMENT BOARD
THE LEADERS ARE THE ONLY SAFETY BOARD. THEY ALL CAME
BACK SAYING FOR MOTOR SAYING I HAVE NO COMPLAINT
A NOTHING IS WORKING WITH VAN.

SO WHAT CAN I DO?

MY DEALER WANTS ME TO BUY A NEW VAN. AT \$6000 TO \$8000
OUT OF MY POCKET. NO WAY

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

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