



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 1368

Date Received

15-OCT-2003

Repository ☐

Reference No.
10043928

OWNER INFORMATION (Type or Print)

Name

Address

City

WASHINGTON

State DC

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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 authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 12/10/2003

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)

4M2XV11T3XD545898

Make

MERCURY

Model

VILLAGER

Model Year

1998

Date Purchased

Dealer's Name and Telephone Number

Engine

No. Cylinders

Fuel Type

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

10-OCT-2003

Failure Mileage

42000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

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(ies).)

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(ies).

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).

WHILE DRIVING AT VARIOUS SPEED CONSUMER WOULD HEAR A LOUD NOISE COMING FROM THE BRAKES. WHEN BRAKE PEDAL WAS DEPRESSED IT WOULD GO TO THE FLOOR, AND THERE WOULD BE EXTENDED STOPPING DISTANCE. *AK

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.

DT: November 11, 2003
FR: [REDACTED]
TO: National Highway Traffic Safety Administration
RE: Faulty Brakes on Mercury Villager, Reference # 10043928
VIN: 4M2XV11T3XDJ45898

I was the second owner of this vehicle. It only had 6,000 miles upon purchase, therefore it was still under the original manufacturers warranty.

I complained to the Mercury dealer about the brakes on numerous occasions. On each occasion I feel that both the dealer and manufacturer did not take me seriously and gave me short shrift since I'm a woman. I've even stopped taking my car in for servicing and have a male friend do it because he is treated differently.

My brake complaints have included:

1. Brakes make various noises - I'm always told by the dealer that this is due to brake dust.
2. Brake pedal must be compressed all the way to the floor before the vehicle stops - I'm always told by the dealer that this is due to the anti-lock safety mechanism in the brakes.
3. I have had to replace the brakes several times in the 36,000 miles that I have put on the vehicle - the first couple of times the dealer basically told me that a) I could be using the brakes "incorrectly"; b.) city driving means that the brakes will be replaced more often, and this is normal.

I have had various kinds of brake work done at approximately: 10,000; 13,000; 16,000; 28,000; and 42,000 miles. (See the attached receipts) Additionally, in the last 2 years I have only driven my car on the weekends because I now use public transportation for work.

I believe that something is wrong with the braking system in this vehicle. I have a co-worker who has the same vehicle and also has to replace the brakes "often". I have also spoken with drivers of vehicles of other makes and models, and they have not had to replace their brakes any where near as often.

Complaining to Mercury directly has not only been useless, but there does not seem to be a way to get a realistic response from the manufacturer, other than a discussion with someone in another country about how wonderful the vehicle is. That is futile, and as far as I'm concerned dangerous. Why do manufacturers always wait until numerous accidents/deaths occur before customer concerns are taken seriously? I do love my Mercury Villager. It drives like a dream. I could make a commercial about the vehicle I love it so. However, I continue to believe that there is something wrong with the vehicle braking system.

Frankly, I'm at my wits end regarding this matter, because I do believe that this is a dangerous situation. Drivers like myself should not have to drive with the thought constantly in the back of our mind that we need to make allowances for the fact that our brakes are not reliable. I do believe that I should be able to operate this and any vehicle (under ordinary circumstances) with a certain level of assurances that the vehicle will be able to go and STOP!

**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).**