



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335

Date Received

2004 MAR -2
13-JAN-2004

Repository ☐

Reference No.
10059879

OWNER INFORMATION (Type or Print)

Name

Address

City

OREM

State

UT

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/30/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4M2XV11T000

Make

MERCURY

Model

VILLAGER

Model Year

1999

Date Purchased

3/17/2007

Dealer's Name and Telephone Number

Auto Craft (801) 374-8034

Engine:

No. Cylinders 6

Fuel Type:

Original Owner

Dealer's City

Provo UT 84601

State

Zip Code

Transmission Type

AUTO.

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12/17/2003

Failure Mileage

45000

Failure Speed

3 MPH

Possibly computer sensor

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

☒ YES

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).

WHEN CONSUMER STOPPED AT A RED LIGHT VEHICLES RACED, MAKING IT HARD FOR THE DRIVER TO CONTROL THE VEHICLE ONCE IT STARTED MOVING. "AR SEE ATTACHED REPORT"

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

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.



Orem Department of Public Safety

95 East Center Street
Orem, UT 84057
(801) 229-7070

CASE #
NR#

Accident Report Form: NON-REPORTABLE TRAFFIC ACCIDENT

Date: 12-17-03 Time: 1500

Location:

Officer: Mowtman

City: Orem

State: Utah

VEHICLE #1

Plate #: State: UT
Year: 99 Make: Mercedes Model: Van
Reg. Owner:
Address:
City: Orem Phone:
Insurance Company: Allianz
Policy #:
Agent: Phone:

VEHICLE #2

Plate #: State: WA
Year: 93 Make: Nissan Model: Truck
Reg. Owner:
Address:
City: Phone:
Insurance Company:
Policy #:
Agent: Phone:

DRIVER #1

NAME:
Address:
City: Phone:
DL# State: UT

DRIVER #2

NAME:
Address:
City: Springville Phone:
DL# State: WA

WITNESS INFORMATION

Name:
Address: Phone:
Name:
Address: Phone:

Vehicle #1 Damage: \$500

Vehicle #2 Damage: \$0

Accident Description

Vehicle #1 and #2 were waiting to turn into RC Willey from 1350 S. Main. The driver of vehicle #1, claimed he was stopped, had his foot on the brake and his suddenly jumped forward and hit vehicle #2 in the rear with its front.

Sketch

**MERCURY**

The American Road • Dearborn, Michigan 48121

3634 5X 125 + 39M 112 654966 . 730036 1 0115
0129
1999 VILLAGER
OREM UT

Dear Valued Customer,

Mercury needs your feedback on the support you received from our partners.

Our records show that you recently took the time to bring a specific issue to our attention and have spoken to a Mercury Customer Relationship Center representative about your issue.

Mercury is seriously committed to providing you with a first-rate ownership experience. While we work hard to make all of our customers feel good about being members of the Mercury family, we recognize there is always room for improvement. We also know the best way to improve ourselves is to ask you about your experiences with Mercury and our partners – such as our Customer Relationship Center and our Mercury dealers – with whom you have direct contact.

Please take a few minutes to complete this questionnaire, then return it in the pre-addressed, postage-paid envelope provided.

Thank you for sharing your opinions with us. Your feedback will make a difference.

Cordially,

Cathy Reese-Cruz
Mercury Consumer Affairs

Please have the person in your household who recently contacted Mercury's Customer Relationship Center (the "Center") complete this survey.

IMPORTANT INSTRUCTIONS!

Please mark your response with an "X" as shown at right. Use pencil or black or blue ink. Correct Marking: ☒

YOUR CUSTOMER RELATIONSHIP CENTER EXPERIENCE

First, we have a few questions about your experience with the CENTER'S ROLE in handling your issue. We will ask about your other experiences later.

1. Which one of the categories below best describes your specific reason or specific issue for contacting the Center?

(Please mark only one answer)

- | | |
|--|---|
| ☐ Information on vehicle warranty | ☐ Part delayed or on back order |
| ☒ Warranty expired, requesting after-warranty assistance | ☐ General information on parts |
| ☒ Vehicle quality or durability | ☒ Dealer unable to repair vehicle or multiple repair attempts |
| ☒ Vehicle recall information | ☒ General dealer dissatisfaction |
| ☒ Question about media reports | ☐ To share company, dealer, car or truck feedback |
| ☐ Literature request (such as a vehicle brochure) | ☐ Other (Please describe): <u>See attached letter</u> |
| ☐ Question about a Mercury car or sport-utility vehicle (SUV) | |

2. And is your specific issue (answer to Question 1, above) now resolved or closed to your satisfaction?

- ☐ Yes - Please skip to Question 3 ☒ No - Please answer Question 2a ☐ Don't remember - Please skip to Question 3

2a. If NO: Please tell us briefly what is yet to be resolved, then skip to Question 5.

Manufacturer refuses to examine vehicle as of now. Insurance co. trying to resolve problem w. manufacturer - see attached letter

3. About how long did it take from your initial contact with the Center until your specific issue was resolved or closed?

- ☐ Issue resolved *during* initial contact
☐ Issue resolved *some day* as initial contact
☐ Issue resolved one or more days *after* initial contact. → Please write in the total number of days: _____
☒ Issue not yet resolved

4. How would you rate the length of time from your initial contact with the Center until closure?

- ☐ Outstanding ☐ Very Good ☐ Satisfactory ☐ Poor ☒ Unacceptable ☐ Issue not yet resolved

5. How satisfied are you with the Center's role in handling your specific issue?

- ☐ Completely satisfied ☐ Very satisfied ☐ Satisfied ☐ Somewhat dissatisfied ☒ Very dissatisfied

6. How many times have you personally contacted the Center - that is, you initiated the contact, via phone or mail - to handle your specific issue? (Please mark number of self-initiated contacts)

- ☐ 0 ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 ☐ 6 or more ☐ Don't remember

7. And how do you feel about the length of time from the time you finished dialing until you talked to a live Center representative the first time you called the Center?

- ☐ Outstanding ☐ Very Good ☐ Satisfactory ☒ Poor ☐ Unacceptable ☐ Center called me or don't remember

8. Did the Center's representative promise to respond or follow-up with you, or consent to taking some specific action on your behalf?

- ☐ Yes - Please answer Question 8a ☒ No - Please skip to Question 9 ☐ Don't remember - Please skip to Question 9

8a. If YES: Did the Center's representative keep his or her promise or commitment?

- ☐ Yes ☐ No ☐ Don't remember

Questions 9-14a refer to the FIRST PERSON to whom you spoke during your INITIAL TELEPHONE CONTACT with the Center.

9. How would you rate the Center representative's *empathy* – that is, the Center representative's willingness to listen with interest and ask insightful questions to understand your specific issue and assess your needs?
☐ Outstanding ☐ Very Good ☒ Satisfactory ☒ Poor ☐ Unacceptable ☐ Don't remember
10. How would you rate the Center representative's straightforward and unambiguous commitment to handling your specific issue?
☐ Outstanding ☐ Very Good ☒ Satisfactory ☒ Poor ☐ Unacceptable ☐ Don't remember
11. And how would you rate the Center representative's *skill and expertise* – that is, the Center representative's ability to provide an easily understood response to your specific issue, a response that left you feeling that you had contacted the right person?
☐ Outstanding ☐ Very Good ☒ Satisfactory ☒ Poor ☐ Unacceptable ☐ Don't remember
12. How would you rate the Center representative's *specific car or truck knowledge* – that is, the Center representative's ability to clearly and confidently answer your questions about a specific Mercury car or sport-utility vehicle (SUV)?
☐ Outstanding ☐ Very Good ☒ Satisfactory ☒ Poor ☐ Unacceptable ☐ Didn't have specific car or truck issues
13. How would you rate the Center representative's *courtesy or politeness*?
☐ Outstanding ☐ Very Good ☒ Satisfactory ☐ Poor ☐ Unacceptable ☐ Don't remember
14. Did the Center's representative *facilitate or arrange contacts* with your servicing dealer to handle your specific issue?
☐ Yes - Please answer Question 14a
☒ No - Please skip to Introduction before Question 15 Dealer advised us to contact Ford/Mercury
☐ Don't remember - Please skip to Introduction before Question 15
- 14a. How would you rate the Center representative's *willingness and ability to be your advocate* in contacts with your servicing dealer to handle your specific issue?
☐ Outstanding ☐ Very Good ☐ Satisfactory ☐ Poor ☐ Unacceptable ☐ Don't remember

**YOUR DEALER SERVICE EXPERIENCE
(AFTER YOUR INITIAL CONTACT WITH CENTER)**

Next, we have a few questions about your experience with your *SERVICING DEALER'S* role in handling your specific issue. If you have *NOT* had any contact with your *SERVICING DEALER* AFTER YOUR INITIAL CONTACT WITH THE CENTER, please skip to Question 22 on next page.

15. Overall, how satisfied are you with your *servicing dealer's* role in handling your specific issue?
☐ Completely satisfied ☐ Very satisfied ☐ Satisfied ☒ Somewhat dissatisfied ☐ Very dissatisfied ☐ Dealer not involved Please skip to Question 22
16. After your initial contact with the Center, how many times have you personally contacted your servicing dealer – that is, you initiated the contact – to handle your specific issue? (Please mark number of self-initiated contacts)
☐ 0 ☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more ☐ Don't remember
17. After your initial contact with the Center, how many times did your servicing dealer contact you to handle your specific issue? (Please mark number of dealer-initiated contacts)
☐ 0 ☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more ☐ Don't remember

18. Did your servicing dealer promise to respond or follow-up with you in a specified period of time?

- ☐ Yes - Please answer Question 18a ☒ No - Please skip to Question 19 ☐ Don't remember - Please skip to Question 19

18a. If YES: Did your servicing dealer keep his promise?

- ☐ Yes ☐ No ☐ Don't remember

19. How would you rate your servicing dealer's empathy - that is, your servicing dealer's willingness to listen with interest and ask insightful questions to understand your specific issue and assess your needs?

- ☐ Outstanding ☐ Very Good ☒ Satisfactory ☒ Poor ☐ Unacceptable ☐ Don't remember/
doesn't apply

20. And how would you rate your servicing dealer's professional skill and expertise - that is, your servicing dealer's ability to deal with or handle your specific issue in a professional and business-like manner?

- ☐ Outstanding ☐ Very Good ☒ Satisfactory ☒ Poor ☐ Unacceptable ☐ Don't remember

21. How would you rate your servicing dealer's straightforward and unambiguous commitment to handling your specific issue?

- ☐ Outstanding ☐ Very Good ☒ Satisfactory ☒ Poor ☐ Unacceptable ☐ Don't remember

And now, a few questions about your overall disposition toward the
CENTER, your SERVING DEALER, and Mercury.

22. How likely would you be to contact Mercury's Customer Relationship Center again for an issue similar to the issue you just told us about? See attached letter - dependent upon satisfactory solution to problem

- ☐ Very likely ☐ Somewhat likely ☐ Undecided ☐ Somewhat unlikely ☐ Very unlikely

23. How likely would you be to recommend your Mercury servicing dealer to a friend or relative asking for your advice, as a place to buy, lease, or service a Mercury car or sport-utility vehicle (SUV)?

- ☐ Very likely ☐ Somewhat likely ☐ Undecided ☐ Somewhat unlikely ☒ Very unlikely ☐ Not applicable

24. How likely would you be to recommend a Ford, Mercury or Lincoln car or truck to a friend or relative asking for your advice? *unless satisfactorily resolved*

- ☐ Very likely ☐ Somewhat likely ☐ Undecided ☐ Somewhat unlikely ☒ Very unlikely

Dependent upon Mercury clearing up the problem or buy back vehicle. If not, info (negative) will be disseminated through media, friends, internet, car dealers, etc.

~~Thank you for taking the time to complete our survey!~~

Previous questions are all dependent upon Mercury clearing up problem(s) and bringing case to satisfactory Conclusion

RDA Group
450 Enterprise Ct
Bloomfield Hills, MI 48302-9816
RE: 1999 Mercury Villager Sport VIN 4M2XV11TXXD [REDACTED]

January 14, 2004

Dear Sir/Madam,

I'm adding some comments concerning this questionnaire and voicing utmost concern regarding our Mercury Villager Sport and what has happened in the recent past.

As reported earlier, the van (when stopped at a traffic light and foot firmly planted on the brake) suddenly lunges forward when its engine revs up at high revolutions which makes the van very hard to control. This has happened twice since we purchased the vehicle in March, 2003. The first time we were lucky as I managed to barely control the vehicle. The second time, however, the van had stopped behind a Nissan truck, suddenly sprinted forward, hit the truck and sustained front end damage. What will happen next? The potential is there that a fatal accident could result, and with several passengers in the van, this could be disastrous and Ford/Mercury could face a potential of class action proceedings. Will your company immediately recall the van to see where the problem lies or wait till it's too late? What would you do in a case like this?

I realize this may be the first such occurrence and it may take perhaps 50, 60 times before the van actually develops this (possible) computer sensor problem. Also, GM just recalled 800,000 cars made around 1996, so this problem could be in its infancy, and being a 1999 model, it could take perhaps 3 more years before a (possible) massive recall of 1999 Villagers might occur. But the malfunction is there and needs to be taken care of as soon as possible. I'm willing to sign a release form as Ford/Mercury buys back the vehicle at the current Kelly Blue Book price to inspect what really is wrong, or satisfactory demand could be met. Others in a similar situation could definitely ask much more to satisfy their demands, so this is a very small price to pay. This is a much better solution than just wait to see what will happen next and the potential for a serious or fatal accident exists. If your company fails to meet demands, I'm ready to send reports concerning this matter to the media, friends, Internet, watchdog groups, etc., to ensure others would seriously consider before purchasing a Ford or Mercury product.

My insurance company is aware of this situation and is doing everything to see that a fair and satisfactory solution will result.

I appreciate your attention and hope the end result will be beneficial for both your company and my family..

Sincerely,
[REDACTED]

**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).**