



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 231

Date Received

16-JUN-2004

Repository ☐

Reference No. 7: 12
10079363

OWNER INFORMATION (Type or Print)

Name

Address

City

ANN ARBOR

State

MI

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 06/28/2004

VEHICLE INFORMATION

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

4M2XV11T8X

Make

MERCURY

Model

VILLAGER

Model Year

1998

Date Purchased

09/2001

Dealer's Name and Telephone Number

SEST LINCOLN/MERCURY 734/482-7133

Engine:

No. Cylinders

6

Fuel Type:

Original Owner

☐

Dealer's City

ANN ARBOR

State

MI

Zip Code

48103

Transmission Type

AUTOMATIC

☐ Anti-lock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

021000 SUSPENSION: FRONT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-JUN-2004
JUNE 2003

Failure Mileage

48,000

Failure Speed

55 - 65

Rack and Pinion Steering Assembly

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM15ABC038)

☐ 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

0

Number of Deaths

0

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 55-65 MPH CONSUMER NOTICED THAT THE STEERING WHEEL AND FRONT OF VEHICLE VIBRATED. *AK

IN ADDITION LOOSENESS IN THE STEERING AT HIGH SPEED IS NOTICED, ACCOMPANIED BY EXTENSIVE VIBRATION. Wheel Imbalance was excluded after several re-balancing jobs at "Discount Tire" shop and installation of new tires (see attached invoice copies). Symptoms match an issued steering gear recall for the vehicle - NHTSA Recall # 00V292001 AND FORD Recall # 00S33

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.

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).