

 <p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Date Received: <i>2005 MAY 12 AM 3</i> 25-MAY-2005</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10122154</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name: [REDACTED]</p>		<p>Daytime Telephone Number: [REDACTED]</p>	
<p>Address: [REDACTED]</p>		<p>E-mail Address: [REDACTED]</p>	
<p>City: KAWEAH</p>	<p>State: CA</p>	<p>Evening Telephone Number: <i>same</i></p>	
<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an answer, we will provide your name or address to the vehicle manufacturer.</p>		<p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p>	
<p>Signature of Owner: [REDACTED]</p>		<p>Date: <i>7/21/2005</i></p>	
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) 4M2DV11W2FDJ21177</p>		<p>Make: MERCURY</p>	<p>Model: VILLAGER</p>
<p>Date Purchased: 20-MAY-04</p>		<p>Model Year: 1996</p>	<p>Engine: No. Cylinders 6</p>
<p>Dealer's Name and Telephone Number: <i>N/A - Private owner</i></p>		<p>Fuel Type: Gas</p>	
<p>Original Owner: <input type="checkbox"/></p>	<p>Dealer's City:</p>	<p>State:</p>	<p>Zip Code:</p>
<p>Transmission Type: AUTOMATIC</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain: FRONT WHEEL DRIVE</p>	<p>Vehicle Component Code: 363600 EQUIPMENT:ELECTRICAL:AIR CONDITIONER</p>
<p>Multiple Failure: 1</p>			
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Incident Date(s): 12-MAR-2005</p>	<p>Failure Mileage: 99472</p>	<p>Failure Speed: 35</p>	<p>Failure Description:</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make:</p>	<p>Tire Model (Name or Number):</p>	<p>Tire Size (Example P215/65R15):</p>	
<p>DOT No. (Example: DOTM2LBAC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code:</p>		<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>	<p>Installation System:</p>		
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p>APPLICABLE INCIDENT INFORMATION</p>			
<p>Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured: 0</p>	<p>Number of Deaths: 0</p>
<p>Reported to Police: N</p>		<p>Reported to Manufacturer:</p>	
<p>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).</p>			
<p>DT: CONSUMER STATED: IT WAS NIGHT, COLD OUTSIDE, AND WHILE DRIVING SMELLED BURNING RUBBER. PULLED OVER, TURNED OFF THE VEHICLE, OPENED HOOD. BEFORE HOOD WAS OPEN THE AIR CONDITIONER COMPRESSOR PULLEY WAS SO HOT THAT IT WAS GLOWING RED. THE BELT ATTACHED TO THE COMPRESSOR WAS BURNING. MANAGED TO PUT OUT BEFORE ENGINE CAUGHT ON FIRE. *AK</p> <p><i>the rest of the car</i></p> <p><i>Before hood was completely open, I could see flames burning and...</i></p> <p><i>The cause of the fire was the AC compressor "froze up" and stopped turning.</i></p> <p><i>Friction of the belt on the pulley caused heat & fire.</i></p> <p><i>I have been told that AC compressor failures can typically cause the pulley to stop turning, and cause a fire! Designing failures like this is hazardous and should be avoided!</i></p>			
<p>include, if available, Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>	
<p>The Privacy Act of 1974 (Public Law 93-578) 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.</p>			

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

The A.C. breaks and your car catches on fire...?! Definitely an unsafe defect in design! My husband and I were able to extinguish the fire before it spread, with no injuries. We consider ourselves lucky, and consider the situation dangerous. No police report, or insurance report, because of no injuries & presumed minimal damage from fire. Later we got estimates of \$1,500 - \$2,000 to repair AC system, and that the fire damaged AC parts.

Manufacturer, Ford, refuses to take any compensatory action, because there are no recalls or owner notification for this vehicle. There should be!

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



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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE

OWNER'S

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at:

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline

(DASH) 2 DOT



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