



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 100148

Date Received

Repository ☐

2007 NOV 26 PM 12:03
07-NOV-2007

Reference No.
10208142

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**
Address **[REDACTED]**
City **OWENSBUR OWENSBORO** State **KY** Zip Code **[REDACTED]**

Daytime Telephone Number **[REDACTED]**

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 **[REDACTED]** Date **11/18/07**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4M2DV1117V [REDACTED] Make **MERCURY** Model **VILLAGER** Model Year **1997**
Date Purchased **12-JUN-97** Dealer's Name and Telephone Number
Original Owner ☐ Dealer's City State Zip Code
Engine: No: Cylinders **6** Fuel Type: Gas
Transmission Type ☐ Antilock Brakes Powertrain Vehicle Component Code
AUTOMATIC ☐ Cruise Control **FRONT WHEEL DRIVE** **071100 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **15-AUG-2007** Failure Mileage **106108** Failure Speed **0**

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 **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).

TL*THE CONTACT OWNS A 1997 MERCURY VILLAGER. THE CONTACT STATED THAT EVERYTIME HE FILLS UP HIS GAS TANK AND PARKS THE VEHICLE, FUEL LEAKS OUT FROM UNDERNEATH. HE TOOK THE VEHICLE TO THE DEALER AND THEY REPLACED THE VENT HOSE FOR A SERVICE CHARGE BECAUSE IT WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 00V419002 (FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY). THE CURRENT AND FAILURE MILEAGES WERE 106,108.

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.

Ron

From: [REDACTED]
 To: [REDACTED]
 Sent: Tuesday, November 06, 2007 4:40 PM
 Subject: Ford Motor Company

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding your inquiry about a recall on your 1997 Mercury Villager.

Your vehicle is not involved in any recalls or customer satisfaction programs at this time.

Vehicle Identification Number: 4M2DV1117 [REDACTED]

If you would like to check for recall information in the future please visit:

1. www.ford.com
2. Type in "Recall"

Furthermore, the department that can address your inquiry is the National Highway Traffic and Safety Administration (NHTSA). Please contact NHTSA directly at:

Phone:

or

Online:

www.nhtsa.dot.gov

If you have any other inquiries, please feel free to contact us and we will be happy to address them for you.

Sincerely,

Joy

Customer Relationship Center
 Ford Motor Company

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

[THREAD ID:1-3RIUIY]

-----Original Message-----

From: [REDACTED] Ford Motor Company Main Topic: VehicleServiceIssuesEmail
 Questions: I have a 1997 Mercury Villager GS that the NHTSA says has a recall for the fuel tank vent hose, which I just had to have replaced because it was leaking gas all over my attached garage and leaving my whole house smelling like a refinery. The Ford site is not recognizing my VIN# as being part of the recall. But the NHTSA CAMPAIGN Number 00V419002 describes my problem perfectly and the NHTSA website lists a recall for this problem. Why is my Villager not being recognized as part of the recall by Ford? Owner: Yes
 Vehicle Identification Number: 4M2DV1117VD [REDACTED] Mileage: 106000 Vehicle Location: In Possession If Contacted Dealer: Yes Dealer Name: Champion Ford Owner First Name: [REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED]@com Owner Address 1: [REDACTED] Place City: Owensboro State: KY Zip Postal: [REDACTED] Country: United States Day Phone: [REDACTED] Evening Phone: [REDACTED]

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).