



US Department
of Transportation
National Highway
Traffic Safety
Administration

POSTED

800-4-A-SAFE 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**

565382

OR AGENCY USE ONLY

RECEIVED

02 JUN 11 PM 3:11

Od_or _____
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up_tr _____

Reference No.

JUN 11 2002

OFFICE
DEFECTS INVESTIGATION

Print

No. 63

Daytime Telephone Number

City Worcester

State MA

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of the vehicle manufacturer.

Signature of

Date 04/29/2002

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>4M2DV11W7TDJ12S72</u>		Make <u>Mercury</u>		Model <u>Village</u>		Year <u>1996</u>	
Purchased Date	Dealer's Name			Engine Size (CID/CC/L)		☐ Turbo	
☐ New ☐ Used	Dealer's City			No. Cylinders <u>6</u>		☐ Diesel	
State		Zip Code		☒ Gas		☐ Fuel Injection	
Manufacture Date (on driver's door or pillar) <u>12/1995</u>	Transmission Type ☐ Manual ☒ Automatic	Restraint System ☒ Underside Air Bag ☐ Motorcyclist ☐ Passenger Side Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☒ Yes ☐ No	Drivetrain ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Utility ☐ Van ☐ Truck ☒ Minivan ☐ Motorcycle ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>FUEL PUMP</u> <u>INSIDE OF GAS TANK</u>	Location ☐ Left ☐ Right ☐ Front ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☒ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name
Complete Tire Size	DOT No.
No. of Failures	Date(s) of Failure(s)
	Mileage at Failure(s)
	Vehicle Speed at Failure(s)
Failed Part(s) Available?	NHTSA Previously Contacted?
☒ Yes ☐ No	☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured <u>N/A</u>	Number of Fatalities <u>N/A</u>	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies): Always noticed a strong
smell of fuel when starting vehicle up. I also
always heard sound coming from gas tank area
also when just starting vehicle after having been
parked. I heard a noise under the hood
and checked it out. It was a fueling line that
came from the condensation unit. The spring had
failed and liquid fuel started to leak out
after having made a loud sound. I tried

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

To start Vehicle after and it would not start. I had to have it towed to a Garage where it was diagnosed that the fuel pump failed at exactly the same time the A/C unit gave out. This is too much of a coincidence. I see no tie in between these 2 things. The pump of fuel and the pump problem could have been corrected by the recall # 00559 campaign # DOT 00V41/9002. I have spend over \$500 to replace the pump. I am seeking some relief in helping me to defray the cost of a serious safety defect that could have caused a fire & loss of life

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



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

20590+0001



Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

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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