

**785490**

**From:** feedback@cartalk.com  
**To:** Alberto <NHTSA> Jimenez  
**Date:** 8/29/01 7:21AM  
**Subject:** Car Talk VOQ submission

- \* This data was submitted via a fill-in form at the Cartalk web site
- \* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
- \* or suggestions regarding the format of this submission, send email
- \* to [webmaster@cartalk.com](mailto:webmaster@cartalk.com)

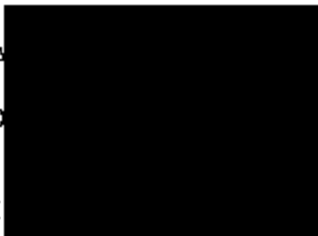
SUBMISSION DATE: Wednesday, August 29th 2001 at 1:14:40 AM

#### VEHICLE OWNER'S QUESTIONNAIRE

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##### OWNER INFORMATION

NAME  
ADDRESS  
TELEPHONE



NHTSA authorized to send a copy of this report to the manufacturer: No

##### VEHICLE INFORMATION

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VIN: 4M2DV11W1TDJC9490

MAKE: Mercury

MODEL: Villager

YEAR: 1996

ODOMETER: 66,000

PURCHASE DATE: 02/01/96

NEW OR USED: New

DEALER NAME: Dick Hannah

ADDRESS: Vancouver, WA 98682

ENGINE SIZE: 3.0L

CYLINDERS: 6

FUEL INJECTION: No

TURBO: No

FUEL TYPE: Gas

ANTILOCK BRAKES: Yes

CRUISE CONTROL: Yes

DRIVETRAIN: Front  
DRIVER AIRBAG: Yes  
PASSENGER AIRBAG: Yes  
3-POINT BELT: No  
MOTOR BELT: No  
2-POINT BELT: No  
BODY STYLE: Van

#### FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Air Bag system monitor

PART NAME(S):

LOCATION:

NUMBER OF FAILURES: First on this vehicle.  
See tech bulletins  
listed in comments below.

DATE(S) OF FAILURES: August, 2001

MILEAGE AT FAILURE(S): 65,000

SPEED AT FAILURE(S): N/A

MANUFACTURER CONTACTED: No

NHTSA CONTACTED: No

#### APPLICABLE ACCIDENT INFORMATION

ACCIDENT:

FIRE:

NUMBER OF PERSONS INJURED:

NUMBER OF FATALITIES:

ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:

PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

#### INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT

TIRE MANUFACTURER:

TIRE NAME:

TIRE SIZE:

**ADDITIONAL COMMENTS**  
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Dealer service department seems to know little about this problem. Two Tech bulletins have been issued (TSB 97711 & 96725). The dealer says the air bag system becomes inoperable when light is flashing or when dealer tries to recalibrate system. I see this as a real safety issue and needs a recall to fix the problem.

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**END OF FORM**  
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