



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1220

Date Received: 09 JAN 07
City: CHAPARRAL
State: TX
Date: 04 APR 2002

Od_or _____
rt_dt _____
od_rt _____
up_lr _____

Reference No.
8008917

OFFICE INVESTIGATION

OWNER INFORMATION (Type or Print)

DEFECTS

[Redacted]

REDWOOD City CA

Work Number _____
Home Number _____

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, DOT provide your name and address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: 4/16/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN): UNKNOWN
Vehicle Make: MERCURY TRUCK
Vehicle Model: VILLAGER
Vehicle Year: 1995
Current Odometer Reading: _____

Purchase Date: _____
Dealer's Name: Starwood Lincoln Mercury
City: Menlo Park State: CA Zip Code: _____
Engine Size (CID/CC): _____
No Cylinders: 6
 Turbo Diesel Gas Fuel Injection

Transmission Type: Automatic
Antilock Brakes: Yes
Restraint System: Motorbelt, Driverside Airbag
Cruise Control: Yes
Drive Train: Front, Rear, 4-Wheel
Vehicle Type: Van
Body Style: 4-Door Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: 06130000
Part Name(s): ENGINE:PULLEY:CRANKSHAFT
Location: Front
Failed Part(s): Original Replacement

No of Failures: _____
Date(s) of Failure(s): _____
Mileage at Failure(s): 83000
Vehicle Speed at Failure(s): 25 mph
Failed Part(s): Yes
NHTSA Previously: No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash: Yes No
Fire: Yes No
Number of Persons Injured: NONE
Number of Fatalities: NONE
Estimated Property Damage: _____
Reported to Police: Yes No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CRANKSHAFT BROKE, AND HAD A SUDDEN LOSS OF POWER. PLEASE PROVIDE ANY FURTHER INFORMATION, AND VEHICLE IDENTIFICATION NUMBER.*AK
While driving the vehicle, we experienced a sudden loss of power and knocking sounds. The van would run for a few minutes and then lose power again. An hour later we took it to the mechanic. The following day, the mechanic showed us a broken crankshaft.

CONTINUE ON BACK IF NEEDED

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.