

U.S. Department
of TransportationNational 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 241

Date Received

12-MAY-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

861850

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Listed at front of windshield or drivers side) 4M2DV11W2TDJ6726	Vehicle Make MERCURY TRUC	Vehicle Model VILLAGER	Vehicle Year 1996	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15900000	Part Name(s) EQUIPMENT: OTHER PIECES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 15-DEC-1998 Mileage at Failure(s) 00000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ 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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

REMOTE CONTROL WOULD INTERMITTENTLY LOCK UP BY ITSELF BEFORE LETTING CONSUMER OUT OF VEHICLE;. DEALER NOTIFIED. PROVIDE FURTHER DETAILS. *AK

CONTINUED ON BACK (REVERSE)

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.

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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

POSTAGE WILL BE PAID BY MAIL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. G.P.O. 1992-629-007 / 50066

VAN RETURNED TO DEALER 5/12/00 (SEE INVOICE)
AS SITUATION WORSENE. SERVICE BULLETIN
ALLOWED DEALER TO SOLVE PROBLEM, SO
THIS WAS OBVIOUSLY A RECURRING PROBLEM WITH
THIS VAN.

FOLD TO SHOW RETURN ADDRESS (no stamp needed) Fasten with tape or staple and mail																							
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)																							
TIRE IDENTIFICATION NO. *																							
<table border="1"> <tr> <td>D</td><td>O</td><td>T</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>												D	O	T									
D	O	T																					
MANUFACTURER/TIRE NAME										SIZE													
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.																							
NARRATIVE DESCRIPTION (CONTINUED)																							

Adrian Vega's

Slidell
FORD
LINCOLN MERCURY, LLC



400 HOWZE BEACH RD.

SLIDELL, LA. 70461

(504) 643-8900

ADVISON NAME JOHN S. EUDZIK 1328		TAG NO. 7315	INVOICE DATE 05/16/00	INVOICE NO. POCS68715
LABOR RATE	LICENSE NO.	MILEAGE 97723	COCCA	STOCK NO. P75132
YEAR/MAKE/MODEL 96/MERCURY/VILLAGE/WRN WAGON			DELIVERY DATE 07/10/96	DELIVERY MILES 83
VEHICLE ID NO. 4M2DV11W2TJ46726			SELLING DEALER NO.	PRODUCTION DATE
PTE NO.		P.O. NO.	R.O. DATE 05/17/00	

LABOR & PARTS
J# 1 43POZ DOOR LOCKS UNITS: TECH(S):702 215.00
CUST STATES IN HEAT OF DAY WHEN YOU UNLOCK POWER DOOR LOCKS
THEY AUTOMATICALLY LOCK BACK BEFORE YOU CAN OPEN DOOR
REPLACED DOOR LOCK MODULE WITH UPDATED UNIT REPLACED 2 DOOR
LOCK ACTUATORS AND SWITCH WITH UPDATED UNITS

PARTS	QTY	PF NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	P7XZ-14529-AAA	SW ASY-WDO REG	47.17	47.17
JOB # 1	2	P8XZ-12218A42-AA	ACTU ASY-FRT D	67.00	134.00
JOB # 1	1	P7XZ-143001-AA	PROCS ASY-DR L	154.18	154.18
JOB # 1 TOTAL PARTS					335.35

JOB # 1 TOTAL LABOR & PARTS 550.35

J# 2 38POZW06 REAR WIPER CONCERNS UNITS: 2.00 TECH(S):702 120.00
CUST STATES AT TIMES REAR WIPER LOCKS UP AND STOPS
REPLACED REAR WIPER MOTOR AND BLADE ASSEMBLY WITH UPDATED
UNITS

PARTS	QTY	PF NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	P6XZ-17508-CD	DRV ASY-W/WPR	176.88	176.88
JOB # 2	1	P6XZ-17526-AC	ARM ASY-RR WDO	14.66	14.66
JOB # 2 TOTAL PARTS					191.54

JOB # 2 TOTAL LABOR & PARTS 311.54

SUBLET	PO#	VENO INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	158856		05/18/00	RENTAL	0.00
TOTAL SUBLET					0.00

G.O.G. & SUPPLIES		
JOB # 1	FREIGHT (PARTS)	30.00
TOTAL - GOG		30.00

TOTALS

AT ADRIAN VEGA'S FORD LINCOLN MERCURY
WE APPRECIATE YOUR BUSINESS. IF FOR
ANY REASON YOU CAN NOT GIVE US A PERFECT
10 ON THE FORD QUALITY CARE SURVEY YOU
MAY RECEIVE, PLEASE CALL ERNESTO JORAJURIA,
SERVICE MANAGER, AT 643-8900 EXT. #380,
PRIOR TO FILLING OUT YOUR QCP SURVEY.
THANK YOU FOR YOUR BUSINESS!

TOTAL LABOR....	335.00
TOTAL PARTS....	526.89
TOTAL SUBLET....	0.00
TOTAL G.O.G....	30.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	75.41
TOTAL INVOICE \$	967.30

MAY 16 2000

CUSTOMER SIGNATURE

DATE: 5/16/00
BY: DIDS
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