

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

294

Date Received

28-JUL-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

866241

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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4M2DV11W8SDJ67496	MERCURY TRUC	VILLAGER	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inflator <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Utility Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000	Part Name(s) EQUIPMENT: SPEED CONTROL	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) <u>93</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

INTERMITTENTLY CRUISE CONTROL WILL DEACTIVATE BY ITSELF. DEALER HAS BEEN NOTIFIED.*AK

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.

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rt_dt _____
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Reference No.

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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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4M2DV11W8SDJ67496	MERCURY TRUC	VILLAGER	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input checked="" type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____	<input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle
		<input type="checkbox"/> In-wheel <input type="checkbox"/> 2-Point Belt				<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000	Part Name(s) EQUIPMENT: SPEED CONTROL	Location	Failed Part(s)
		<input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 93 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

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

INTERMITTENTLY CRUISE CONTROL WILL DEACTIVATE BY ITSELF. DEALER HAS BEEN NOTIFIED.*AK

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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		AGENCY USE ONLY 284		
OWNER INFORMATION (Type or Print)				Date Received -4 PM 12:16 28 JUL-2000 OFFICE OF DEFECTS INVESTIGATION	Od or rt_dt _____ od_rt _____ up_ftr _____	
[Redacted]				623638	Reference No. 886241	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized address to the vehicle manufacturer.				<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO	
Signature of Owner <u>My</u>				Date <u>9/29/00</u>		
VEHICLE INFORMATION						
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 4M2DV11W8SDJ67496		Vehicle Make MERCURY TRUC	Vehicle Model VILLAGER	Vehicle Year 1995	Current Odometer Reading 93,474	
Purchase Date <u>7/1/97</u>	Dealer's Name <u>MAGIC LINCOLN/MERCURY</u>		Engine Size (CID/GAL) <u>3.0 Liter</u>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City <u>VALENCIA</u> State <u>CA</u> Zip Code <u>91355</u>		No Cylinders <u>6</u>			
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input checked="" type="checkbox"/> 2-Door ³ <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION						
Component 18300000	Part Name(s) EQUIPMENT:SPEED CONTROL & "VAPOR LOCKS FUEL"		Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <i>cruise control</i> <input checked="" type="checkbox"/> Replacement <i>Fuel Filter</i>		
No of Failures <u>many</u>	Date(s) of Failure(s) <u>many</u> Mileage at Failure(s) <u>93</u> Vehicle Speed at Failure(s) <u>65 MPH</u>		Failed Part(s) Available? <i>NO VEHICLES</i> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)						
INTERMITTENTLY CRUISE CONTROL WILL DEACTIVATE BY ITSELF. DEALER HAS BEEN NOTIFIED.*AK <i>as of 9/29/00 Have not heard from Dealer or Ford motor Co.</i> <i>Fuel vaporlocks only happen on hot days and long drives</i> <i>cruise control deactivates only at higher elevations.</i>						
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 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.						

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. *

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)

Please see enclosed explanation letter

P.S. Looking forward to hear from you on my letter. I have the Ford motor company repair the vehicle at their expense. I cannot offer to buy a new one because of my lower income.

★ U.S. G.P.O. 1982-025-007/60086

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



September 29, 2000

Date you received complaint 8/28/00

To National Highway Traffic Safety Administration

The following has happened to me using my 1995 Mercury Villager Van from 9/22/99 through 7/23/00. Deactivated Cruise Control by itself, Full Vapor Locks. I am a 64 yrs old Disabled & Handicapped person, I use to have my own auto service repair shop & know about Vehicles. "note" Fuel Filter is just 8" to 10" away from Front Catalytic converter. ~~1st Vacation alone~~ from my entry Calif to Wyo Co. 9/21/99 - 10/1/99 Start mileage (83,905) end mileage (84,100 miles).

9/22/99 temp 60° elevation 6,752 ft (84,400) cruise control disengaged approaching Williams, Wyo. There was a lot of traffic behind me large trucks etc was very Hazardous to get to Right side of road, Engine was still running.

9/27/99 At Little water new Mexico (84,620) temp 80° approx elevation 6,000? Cruise Control disengaged again coasting to side of road not realizing what had happened again. Got on road again Stopped at Rest area, There was a Mercury Villager spoke with person said he had some problem. When I came back home went to Dealer, said no Complaint.

2nd Vacation friend Ken Mathews from Wyoming Wyo went with me. 11/18/99 - 11/25/99 Start mileage (84,784) end mileage (88,715) my entry to Wyo Co.

Cont (over)

11/21/99 Temp. 30°/40° 9,000/10,000 elevation going from Silverton to Durango Co. cruise control disengaged, left it off because of weather. At rest area spoke with man who had a 1994 Buick. He told me he had same problems of Fuel Vapor locks & cruise control disengaging. I did not have any Fuel Vapor locks because weather was cool.

3rd Vacation with friend Glen Mathews from Kingman Ariz. 7/17/2000 - 7/23/2000
7/17/00 Temp Hot 90°+ Start mileage 91,047 (6.8) miles at Esrey rest stop there was a couple with a 1994 Mercury Villager with hood open I spoke with him, he said he was having some kind of engine problems vehicle was bucking at times on the road so he pulled into rest area and engine stopped & would not start there were there only 5 minutes, I told him to pour some cold water on fuel filter that he had a vapor lock. He stated that it had only happened once or twice before and waited 20/30 minutes and it started he had told his mechanic and a new fuel filter was put on, after about 5 more minutes he pulled out he blew his horn & waved at me as he got back on to Highway

7/18/00 Ken did not feel much like driving so I did (temp 90°+ Hot)
Just past Flagstaff 11:40 am on Highway 89 engine shut off there were lots of trucks & cars behind me put on emergency flashing lights and coasted to side of road very hard steering and poor brakes because of no engine power, there was not much area to park, checked under hood, put cold water on fuel filter waited about 10/15 min. Van started got back on road

7/19/00 Temp still in 90°+ Cortez Co. on way to Durango Co. (91,916) (91.4) miles engine started to run rough pulled off road at 2:10 pm put cold water on fuel filter, felt a lot of heat coming from catalytic converter that is only 8"/10" away from fuel filter got back on road at 1:55, Ken was getting very upset said it was dangerous.

Page #
Can't

Can't 3rd Vacation with Ken. 7/20/00 Temp 90°F+ Stayed in Cortez CO
area went to mesa Verde many starts and stops Temp 90°F+
Low Humidity (92, 045) (219.1) no problems with van

7/21/00 Temp 90°F+ Stayed in Cortez CO - sighting many birds
& stops (92, 242) (375.6) no problems with van.

7/22/00 Temp 80°F+ Cortez to Kingman Ariz. the following happened.

1st Vapor Lock 2:00 pm at (92, 350) (181.0) 7,000' not using cruise control

2nd " " 2:25 pm at (92, 421) (221.2) Temp 90°F+

3rd " " 3:25 pm at (92, 433) (284.0) Temp 90°F+ got back on Hwy 4:30

4th cruise control disengaged just outside of Kingman 5:20 pm
(92, 653) (151.4). Ken did not want to drive any more.

7/23/00 Temp 100°F+ Kingman Ariz to Long Valley Ca. (92, 682) (28.7) at
4:18 at (92, 777) (124.1) not much out of needles any Temp now 115°F+
just short of rest stop engine shut off, Fuel Vapor lock coasted to
side of Highway sign read 2300'. Time 4:18 pm put water on fuel
pump got started at 4:30 drove to rest stop 5:05 pm had something
to eat & filled up water containers, There was a man there
with 1994 mercury Villager spoke with him he told me he had
problems with cruise control & Fuel Vapor locks and had brought
it to his dealer they put new fuel filter and check out cruise control
he continues to have same problems only on the road
long trips. Hot weather & High altitudes.

A few days after getting home I went to my Mercury Dealer
spoke with personal explained to him the problem I was having
with my Van Fuel Vapor locks & disengagement of cruise control he
said that they had not gotten complaints.

Can't (over)

I was a mechanic for 30 yrs worked on many different vehicles back in the Early 1940/50's Corvallis had a Fuel vapor lock problem because Fuel pump was near fan & Radiator solved it by putting a metal shield in front of fuel pump & customer installed Electric fuel pump to help.

I am very concerned because if someone (new driver, woman etc) gets into any of the situation I was in it could be life threatening and many person could be killed when vehicles are new and person do mostly in town driving not many problems will surface so when it is more than 3 yrs old things will begin to surface. I did not have any problems for the first few years I bought van in July of 1997 it was 2 yrs old (22 months) and mostly drive around town. I really feel that Ford motor co should look into this matter and recall vehicles with this problems. do this another cover up like the tire situation and other vehicle mishaps The Pinto gas Tank, Chev Truck side gas tank plus many others please do something now force these companies to go beyond the warrentie if it is life threatening I have taken the time to go back through my vocation log books and that is why it has taken me awhile to respond to Questionnaire also please excuse my hand writing and spelling the old mine is not as good as it use to be. I was one of the persons that help to make the Hubble telescope face.

God Bless all of you
Yours truly Mr. [REDACTED]