

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

151

Date Received

12-SEP-2000

Od_or	_____
rt_dt	_____
od_rt	_____
up_ltr	_____

Reference No.

870260

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 on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	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	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 Motorcycle <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 05130000	Part Name(s) ENGINE:PULLEY:CRANKSHAFT	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) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available?	NHTSA Previously Contacted?
		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input 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	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)

WHILE DRIVING POWER WAS DECREASING AND FINALLY VEHICLE STALLED OUT IN AN INTERSECTION DUE TO CRANKSHAFT BREAKING. DEALER REPLACED WHOLE ENGINE. *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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Form Approved O.M.B. No. 2127-0088

FOR AGENCY USE ONLY 151

Date Received: 01 OCT -2 AM 10:23
12 OFFICE DEFECTS INVESTIGATION

Od_or _____
rt_dt _____
od_rt _____
up_tr _____

Reference No.
870260

OWNER INFORMATION (Type or Print)

637469

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 authorizer, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date 9/19/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 4M2AV11W851J15690
Vehicle Make MERCURY TRUCK
Vehicle Model VILLAGER
Vehicle Year 1995
Current Odometer Reading 94,987

Purchase Date 11/95
Dealer's Name Spitzer
City Elyria State OH Zip Code _____
Engine Size (CID/CC/L) _____
No. Cylinders _____
 Turbo
 Diesel
 Gas
 Fuel Injectio

Transmission Type Manua Automatic
Antilock Brakes Yes No
Restraint System 3-Point Belt Motorbelt
 Driverside Airbag 2-Point Bel
 Passengerside Airbag
Cruise Control Yes No
Drive Train Front Rear 4-Wheel
Vehicle Type Car Sport Util 2-Door
 Van Truck 4-Door
 Minivan Motorcycle Stationwagon
 Other Pick Up Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05130000
Part Name(s) ENGINE:PULLEY:CRANKSHAFT
Location Left Right Original
 Front Rear Replacemen

No. of Failures _____
Date(s) of Failure(s) 8/11/00
Mileage at Failure(s) 94,700
Vehicle Speed at Failure(s) ~ 25 mph
Failed Part(s) Yes No
NHTSA Previously 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 0
Number of Fatalities 0
Estimated Property Damag 0
Reported to Polic Yes No

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

WHILE DRIVING POWER WAS DECREASING AND FINALLY VEHICLE STALLED OUT IN AN INTERSECTION DUE TO CRANKSHAFT BREAKING. DEALER REPLACED WHOLE ENGINE. *AK

GO TO THE BACK OF THIS FORM

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.



September 12, 2000

Ford Motor Company
P.O. Box 5120
Southfield, MI 48086-5120

Dear Sir,

I own a 1995 Villager (Vehicle # 4M2DV11W8SDJ15690, 94,200 miles). This has been a very good vehicle up until this time and I have been very pleased with it. In fact 2 of my friends have also purchased Villagers based on my recommendation . However, my Villager broke down on August 11, 2000. It was towed by AAA to Conrad's, a local service center. They determined that the crank shaft had broken. I spoke to Ford Customer Service who advised my to take the Villager to a Ford dealership, which I did. My Villager was towed to John Lance Ford. **The service at John Lance Ford has been excellent.**

I have been told that Villagers made after mid 1995 have a recall on the crank shafts due to the fact that a lot of them have broken. I have also be advised that Villager's such as mine had an extended warranty on the crank shaft - 6 years or 75,000 miles. I realize that my car just misses both of these assistance programs. My car cost about \$4,500 to repair, and I want Ford to cover at least a portion of that cost. **Had I been advised that there was a problem with the crank shafts breaking, I would have had it checked before my vehicle was out of warranty, and I would not have the expense of replacing my engine at this time..** I have been told by everyone I have spoken to that crank shafts do not break, except in vehicles such as race cars. I can assure you that I have never used my Villager as a race car. **According to NHTSA web site, "BROKEN CRANKSHAFT (ENGINE DEFECT)-COMMON TO 1993 -1995 QUEST AND VILLAGER"**. Why is this a common defect? There are numerous complaints on this database about broken crankshafts in Villagers and Quests. This is a COMMON PROBLEM!

I have spoken to Julio (A.K.A.#2157) and his supervisor AL (A.K.A. #2504) and they declined to provide any assistance. **Due to the fact that you are aware of a serious defect in the crank shaft of Villagers built at about the same time as mine, I feel it would only be fair to provide assistance with this bill.**

You may contact me at the above address, or by phone. My home phone number is: 440-327-6858 and my work number is 440-777-2700. Thank you very much.

Yours truly,



Copy of letter sent to Ford.