



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

255

Date Received

27-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

881526

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) _____ (Located at bottom of dashboard on driver's side)	Vehicle Make MERCURY TRUC	Vehicle Model VILLAGER	Vehicle Year 1996	Current Odometer Reading
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Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13450000	Part Name(s) STRUCTURE:DOOR ASSEMBLY:LATCHES AND LOCKS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) 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)

REAR PASSENGER SLIDING DOOR COMES OPEN WHILE DRIVING REGARDLESS OF SPEED. DOOR APPEARS TO BE SHUT AND LOCKED, BUT WHEN DRIVING LATCH SYSTEM FAILS. DEALER HAS BEEN CONTACTED. *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.

 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 1-888-327-4238 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 255 Date Received: MAR 22 AM 8:11 27-FEB-2001 OFFICE DEFECTS INVESTIGATION Od_or _____ rt_dt _____ od_rt _____ up_itr _____ Reference No. 881526 Work Number _____ Home Num _____	
OWNER INFORMATION (Type or Print) _____ 676764				Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorized signature, the vehicle manufacturer. ☒ YES ☐ NO Signature of Owner _____ Date 3/16/01	
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 4M2DV11W4TDJ4568		Vehicle Make MERCURY TRUC		Vehicle Model VILLAGER	
Vehicle Year 1996		Current Odometer Reading _____		Purchase Date 7-18-98	
Dealer's Name Bob's Fine Cars		Engine Size (CID/CC/L) 3		☐ Turbo ☒ Diesel ☒ Gas ☐ Fuel Injection	
☐ New ☒ Used		City Eureka State CA Zip Code 95501		No Cylinders 4	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☒ No		Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	
Cruise Control ☒ Yes ☒ No		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☒ Van ☐ Sport Util ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other Van		FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 13460000		Part Name(s) STRUCTURE-DOOR ASSEMBLY: LATCHES AND LOCKS		Location ☐ Left ☒ Right ☐ Front ☒ Rear	
Failed Part(s) ☒ Original ☐ Replacement		Date(s) of Failure(s) March 2000 to present		Failed Part(s) Available? ☒ Yes ☐ No	
No of Failures Since March 1999 over 200 times		Mileage at Failure(s) 33,600 to present		NHTSA Previously Contacted? ☐ Yes ☒ No	
Vehicle Speed at Failure(s) from 5 mph to 65 mph		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 N.A.		Estimated Property Damage N.A.		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) REAR PASSENGER SLIDING DOOR COMES OPEN WHILE DRIVING REGARDLESS OF SPEED. DOOR APPEARS TO BE SHUT AND LOCKED, BUT WHEN DRIVING LATCH SYSTEM FAILS. DEALER HAS BEEN CONTACTED. *AK Pops open whether locked or not locked.					

CONTINUE ON BACK IF NEEDED

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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)

Harper Ford points out that they are "not a Mercury dealer" and seem to have no idea what the cause is or how to correct it. This should be a recall (I found 42 complaints of this identical problem on 42 different vehicles on your web-site.)

Please make Ford take responsibility for this.



★ U.S.G.P.O. 1992-423-887 / 02000

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National Highway
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Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
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IF MAILED
IN THE
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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