



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

Repository ☐

2003 AUG -1 PM 12: 52
11-JUL-2003

Reference No.
10027032

OWNER INFORMATION (Type or Print)

Name

Address

City SAYREVILLE

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Signature of Owner

Date 7/21/03

VEHICLE INFORMATION

Make

MERCURY

Model

GRAND MARQUIS

Model Year

1990

Date Purchased

GR 3-03

Dealer's Name and Telephone Number

Sonsone RT 1 Aerial

Engine

No. Cylinders

8

Fuel Type:

GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-JUL-2003

Failure Mileage
127,988

Failure Speed
Stopped to start

Insulator Cap

Part #

EOAZ-7F330-A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition(s), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AT NORMAL SPEED ACCELERATOR PEDAL WENT TO THE FLOOR, AND VEHICLE LOST ALL POWER TO GO FORWARD. DEALER NOTIFIED. CONSUMER STATED THIS VEHICLE WAS NO LONGER UNDER WARRANTY.*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I was stopped. When I hit gas pedal, the gas pedal had stuck to floor. The engine raced, so I tried to pull up pedal with my foot. Did not work, so I put car in neutral. I rolled down hill to side street where I popped hood open. I sprayed where where cable goes to central pedal. Started engine and was still racing. I looked and saw a pin on a bar and a hole which looked like it went into it. As I pushed pin in hole I noticed a half piece of rubber or plastic fall on engine. I put pin in hole and started car. It idled normally. Drove about 1 mile to fix tire where I showed Frank what had happened. He said he usually carries a bag of insulator caps because he had other vehicles with the same problem. A checker cab - Highland Pk. So Thrice hit - The first problem Frank had, he said he called his transmission guy and he told Frank once it came off, the trans burns out.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.dot.gov/ncr

[REDACTED]
Highland Park, NJ
[REDACTED]

July 15, 2003

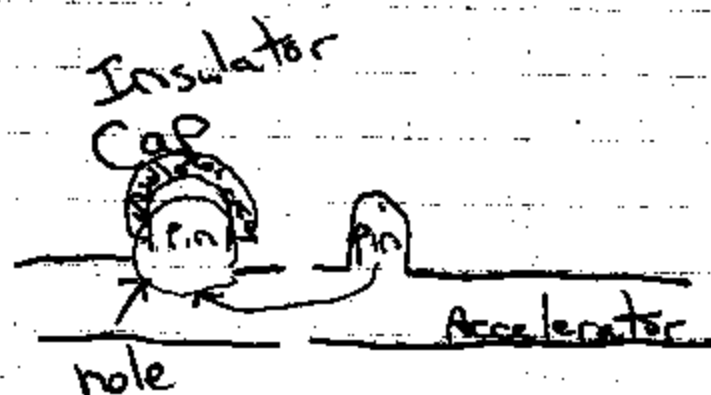
To Whom It May Concern:

We can attest to the transmission malfunction of the Ford model, Crown Victoria, caused by the loss of the Insulator caps (Part #: EOAZ-7F330-A).

As part of our routine maintenance programs on Crown Victoria's we do include replacing these caps to avoid any future transmission problems to these cars.

Sincerely, [REDACTED]
[REDACTED]

Frank the mechanic from F&F told me that the engine from the Crown Victoria is built the same way.



Pin goes in hole. Cap goes on pin. Once the Cap comes off while driving, the gas pedal gets jammed to floor and burns out Transmission.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**