



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

Responsibility

2003 AUG 11 PM 1:02
13 JUL 2003

Reference No.
10027039

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 or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/9/03

VEHICLE INFORMATION

Make

MERCURY

Model

GRAND MARQUIS

Model Year

1990

Date Purchased

Dealer's Name and Telephone Number

Engine

No: 8

Fuel Type:

GAS

Original Owner

Dealer's City HOWAS ORIGINAL DEALER ZIP CODE NJ 07872
Just given to me from my father

Transmission Type

Automatic

Antilock Brakes

Powertrain

Vehicle Component Code

103000 POWER TRAIN/AUTOMATIC TRANSMISSION

Multiple Failures: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-JUL-2003

Failure Mileage

123989

Failure Speed

From stop position

Insulator Cap
PART # R0A7-7F330-A

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Michelin

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, failure, crash, and injury.)

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; list parts repaired or replaced (and if old part is available).

WHILE DRIVING AUTOMATIC TRANSMISSION DOESN'T SHIFT PROPERLY FROM THE FIRST GEAR, WON'T SHIFT. DEALER NOTIFIED. VEHICLE WAS TAKEN TO INDEPENDENT SHOP AND OVERHAULED. TRANSMISSION AT COST OVER \$900. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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 be a 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)

While Stopped, I pressed on gas pedal, the ~~engine~~ gas pedal stuck to the floor. I tried to pull up with foot but could not. I put car in Neutral and rolled down hill. Pulled over and popped hood. I sprayed W-40 where cable is for gas pedal. Car still stuck. Looked again and noticed a pin on a hole out of a hole. As I placed the pin back in hole I noticed a piece of half round rubber or plastic fall onto engine. When I placed pin back in hole I started engine again and car idled. Drove to F&E tire about 1 mile away where Frank the mechanic told me he had usually kept a bag of these insulators on hand because of other problems with GM and Marquis & Crown Victoria's had the same problem. AA checked Cap. Highland Park. South Third Street. When Frank first had the problem with another vehicle he had called his transmission mechanic and he told Frank that the transmission burns out when insulator comes off.

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
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT

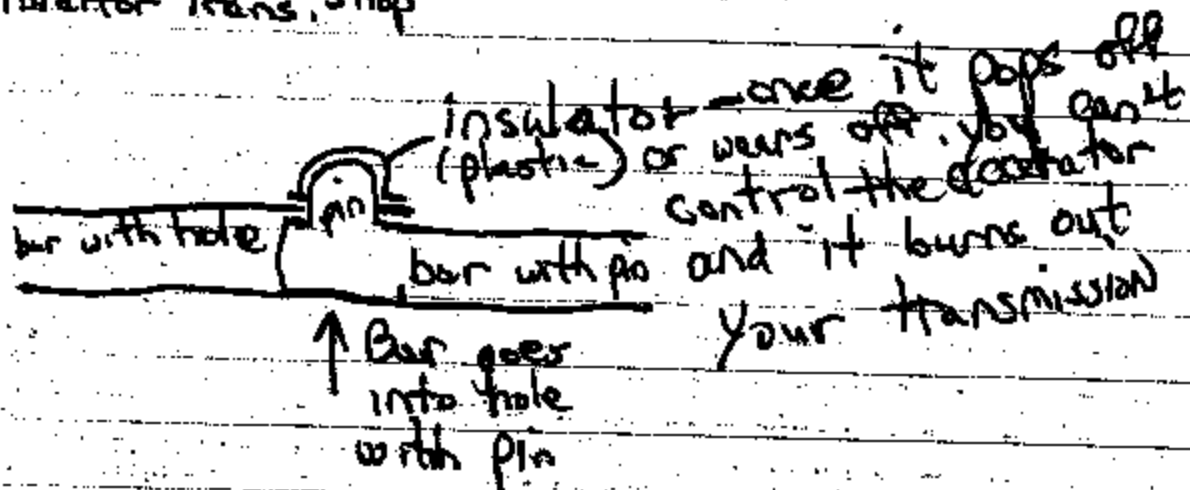


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http://www.nhtsa.gov

(2)

The garage is called F & F tires. The mechanics name is Frank where his place of business is writing me a letter for you and the Federal Auto Recall to let you know of this problem. When Frank first came upon this problem with another customers vehicle, he had called his transmission mechanic and he had told FRANK that once the insulator comes off, the transmission is burnt out. I had lost 3rd gear because of a 35¢ piece of plastic. As a truck driver, which get pulled over by the DOT randomly for safety checks, I find this very unsafe for myself as well as younger or older people that might have to deal with this problem while driving daily.

P.S. I have the drum from the trans which was burnt out.
From Gilbratton Trans. shop



[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]

**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).**