



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 241

Date Received

2004 DEC -7  
04-NOV-2004

Repository

Reference No.  
10000434

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: SHAWANO State: WI Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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, NHTSA will NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 11/19/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4M2DU86K64L [REDACTED]  
Make: MERCURY Model: MOUNTAINEER Model Year: 2004  
Date Purchased: 05-DEC-03 Dealer's Name and Telephone Number: Clintonville Motors, Inc 715-823-3154  
Original Owner:  Dealer's City: Clintonville State: WI Zip Code: 54929  
Engine: No. Cylinders: 6 Fuel Type: Gas  
Transmission Type:  AUTOMATIC  
 Antilock Brakes Powertrain: ALL WHEEL DRIVE  
 Cruise Control  
Vehicle Component Code: 1B1000 VEHICLE SPEED CONTROL; ACCELERATOR PEDAL  
Multiple Failure: 3

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 18-JAN-2004  
Failure Mileage: 1424  
Failure Speed:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/85R15):  
DOT No. (Example: DOTM1A8A8C036)  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), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 0 Number of Deaths: 0 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).

WHEN APPLYING THE ACCELERATOR PEDAL FROM A STOP POSITION IT CAUSED A MOMENTARY PULSE BEFORE THE VEHICLE WENT INTO MOTION. VEHICLE HAD BEEN TO THE DEALER ON NUMEROUS OCCASIONS, AND THEY WERE UNABLE TO LOCATE THE PROBLEM. \*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)

The pause is so severe it jerks all passengers heads. I do not pull out into traffic when there is an on coming car, due to the pause. We would get hit. The Ford company representative - Carrie - said the 2004 Mercury Mountaineer has a pause in the acceleration. I told her ours was not a little pause, but a Jerk your head Pause. To fix the pause the Dealer did the computer update PCM. Didn't work. The vehicle has been in 36 Days for repair. We also had trouble with the transmission. They put a new transmission in.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

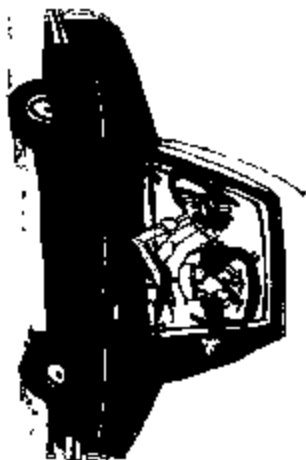
TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**  
**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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Dropped off

Picked up

- |   |          |   |          |
|---|----------|---|----------|
| 1 | 12-18-03 | Pause and Trans. Told to put miles on   |          |
| 2 | 1-19-04  | mud flaps on - Pause & Tran   | 1-20-04  |
| 1 | 2-4-04   | <del>oil change</del> - oil change  |          |
| 9 | 2-9-04   | Pause - or  | 2-18-04  |
| 1 | 3-29-04  | Pause and Transmission - + service door   | 3-29-04  |
| 1 | 5-24-04  | oil change - Pause (No slip)  |          |
| 4 | 6-7-04   | Pause   | 6-11-04  |
| 3 | 7-20-04  | Air Cond. Pause is worse (No slip)  | 7-23-04  |
| 3 | 9-14-04  | Pause   | 9-17-04  |
| 2 | 10-6-04  | oil change - Pause - transmission<br>MSK A/C for slip   | 10-8-04  |
| 1 | 11-5-04  | Pause & Transmission  | 11-6-04  |
| 8 | 11-11-04 | Pause, Transmis. Air Cond<br>Said can't drive it, ordered part<br>changed Cellinoids on Trans. Didn't work<br>Still in for repair<br>New Transmission | 11-19-04 |

**THROTTLE PEDAL RESPONSE ON TIP-IN—VEHICLES  
BUILT BEFORE 10/4/2004 EQUIPPED WITH A 4.0L  
ENGINE**

**TSB 04-22-5**

**FORD:**  
2004-2005 Explorer

**MERCURY:**  
2004-2005 Mountaineer

**ISSUE**

Some 2004-2005 Explorer 4dr and Mountaineer vehicles built before 10/4/2004 and equipped with a 4.0L engine, may exhibit issues related to the throttle pedal response on tip-ins from a stop and on deceleration tip-ins.

**ACTION**

Reprogram the powertrain control module (PCM) to the latest calibration level using WDS release B33.10 or higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**NOTE**

THROTTLE PEDAL RESPONSE WITH ELECTRONIC THROTTLE CONTROL (ETC) DIFFERS FROM RESPONSE WITH A THROTTLE CABLE. REPROGRAMMING THE PCM WILL IMPROVE, BUT MAY NOT ELIMINATE, THIS CONDITION.

**WARRANTY STATUS:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

| OPERATION | DESCRIPTION  | TIME    |
|-----------|--|---------|
| 042205A   | Check For Diagnostic Trouble Codes And Reprogram Powertrain Control Module | 0.4 Hr. |

**DEALER CODING**

BASIC PART NO.  
RECAL

CONDITION  
CODE  
42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

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).