



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
(1-888-327-4235)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1220

Date Received

Repository ☐

07-MAR-2005

Reference No.
10113520

OWNER INFORMATION (Type or Print)

Name
Address
City State 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 your signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 03/21/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4M2ZU86P9Y1
Major: MERCURY Model: MOUNTAINEER Model Year: 2000
Date Purchased: 11/22/99 Dealer's Name and Telephone Number: BRANDON FORD 813-246-3333
Original Owner: ☒ Dealer's City: State: Zip Code:
Engine: No. Cylinders: 8 Fuel Type: Reg. Unleaded
Transmission Type: AUTOMATIC ☒ Antilock Brakes ☒ Powertrain:
☒ Cruise Control Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 01-FEB-2005 Failure Mileage: 152500 Failure Speed: 50-70 MPH
01-23-05 Throttle stuck in open position 2 times.

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: DOTH19ABC036): ☐ 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(es).)

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).

WHILE DRIVING, THE THROTTLE BECAME STUCK IN THE OPEN POSITION. THE CONSUMER HAD TO PLACE BOTH FEET ON THE BRAKE TO TRY AND STOP THE VEHICLE. THE VEHICLE CONTINUED TO SURGE FORWARD WHILE DEPRESSING THE BRAKE WITH BOTH FEET. UPON ENTERING THE INTERSTATE, THE THROTTLE STUCK AGAIN. THE CONSUMER TOOK THE VEHICLE TO THE DEALER. THE SERVICE CENTER PERFORMED A CLEANING ON THE THROTTLE. PLEASE PROVIDE ANY FURTHER INFORMATION. *JB

Refer to additional documents attached

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

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.

[REDACTED]
Riverview, FL [REDACTED]

Description of Incident with 2000 Mercury Mountaineer

On January 23, 2005, the gas pedal in my 2000 Mercury Mountaineer stuck in the open throttle position twice while driving to work one morning. The first time, I was accelerating to about 50 mph on a back country road. 15 minutes later I was accelerating on the Interstate to about 70 mph. In both cases, I had to put both feet on the brake with a lot of pressure to try to slow the vehicle down as the gas pedal was almost stuck to the floor and vehicle was surging ahead at full speed. When I realized that the gas pedal was stuck, I then had to kick it a few times with my right foot to get it to release, while still applying the brake with my left foot. I almost lost control of the vehicle while trying to get the pedal unstuck. I researched the Internet forums & your website and found that this is a common complaint that has been addressed with Ford and is also part of a recall.

The next morning I brought my vehicle into the Brandon Ford dealership and was told that the throttle body would need replaced (a very expensive repair). After I argued with the Service Advisor about the complaints that Ford has received on this defect and the fact that there were also recalls, they said my vehicle was not affected by the recall, but the Service Advisor said he would see if there was some other way to fix the problem without replacing the throttle body. About 2 hrs later, the Service Advisor called to say if they performed an Induction Cleaning Service, it would eliminate the carbon in the throttle body that was causing it to stick in the open position. I was charged \$176 for this service & diagnostics. Carbon buildup in the throttle seems to be a defect in the engineering (something I shouldn't be responsible to pay for) and one that could have resulted in a fatal accident. Ford has received several complaints on this problem and has done little to rectify it. I was also rather amazed that the expensive replacement that needed done to the throttle body, ultimately only ended up needing "cleaned". Possibly because I was aware of the other complaints and recalls?

Thank you for your attention to this matter.
[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).**