

10117250

RECEIVED
NVS 5

March 14, 2005

2005 MAR 27 AM 8:47

2005 MAR 28 AM 11:11

OFFICE OF
DEFECTS INVESTIGATION

St. Louis, MO

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

To Whom It May Concern:

I am writing regarding a situation involving my 1999 Mercury Villager mini-van. I am the second owner of this vehicle, which I purchased from my father, a little over two years ago. Both he and I have always had the maintenance work performed at McMahon Lincoln-Mercury in St. Louis, Missouri, where he originally purchased the vehicle.

The matter which I am writing about concerns a safety issue with the vehicle. Over the past six months or so, when driving the vehicle, I would occasionally have trouble with the accelerator sticking when I would press on it with my foot. It would usually occur after I had already been driving the vehicle for a while, not when I would start it up.

Therefore, I took the vehicle into McMahon Lincoln-Mercury last week to have the accelerator inspected. Upon inspection, the service department manager, John Burch, told me that the throttle body would need to be replaced, as carbon had built up and caused the part to malfunction, or stick, upon accelerating. In essence, the carbon build-up caused damage to the throttle body. I had the service department repair the part, at a cost of \$566.63 for parts and labor. They also recommended a total fuel system clean up, which was another \$235.95 for parts and labor.

My concern about this malfunction is the potential hazard this could cause when operating the vehicle. I have three small children, ages 7, 5, and 2, and safety is my number one issue in any vehicle I drive. I was concerned that the "lurching" caused by this malfunction could have caused an accident, because I would need to press down very hard on the accelerator in order for the vehicle to move forward. A few times, the "jerk" of the vehicle caused the children to physically be forced back into their seats due to the quick motion upon acceleration.

NAR
ACB
3/22/05

I spoke to John Burch after the work was completed, and he said that up until now, there has not been a factory recall on this part. However, he did state that he has had to replace this part for the same reason on a number of other vehicles. Therefore, I am writing this letter to notify you of the seriousness of this problem, and to find out if there is anything being done about it by Ford Motor Company. I would like to be reimbursed for the work that was performed to fix the problem, because I feel this was a true malfunction of the vehicle.

If you have any questions, I may be reached at
attention to this matter.

Thank you for your

Sincerely,

Car Make: 1999 Mercury Villager Mini-Van
VIN #: 4M2XV11T3XD

CC: NHTSA
U.S. Department of Transportation
400 Seventh Street
Washington, D.C. 20590

CC: John Burch
McMahon Lincoln-Mercury, Inc.
3345 South Kingshighway
St. Louis, MO 63139

Attachments: Copy of Bill for Service performed 3/10/2005

**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).**