

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

04-AUG-2011

Reference No.

AUG 30 2011

10417003

OWNER INFORMATION (Type or Print)

Name

Address

City

FOTR WAYNE

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LNHM97V82Y

Make
LINCOLN

Model
CONTINENTAL

Model Year
2002

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
31-JUL-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage
66000

Failure Speed
65

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: DOTM9ABC036)

☐ 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

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).

TL* THE CONTACT OWNS A 2002 LINCOLN CONTINENTAL. THE CONTACT WAS DRIVING APPROXIMATELY 65 MPH WHEN THE ACCELERATOR PEDAL ABRUPTLY TRAVELED TO THE FLOORBOARD UPON ENGAGING AND REMAINED IN A STUCK POSITION. THERE WERE NUMEROUS ATTEMPTS TO RELEASE THE ACCELERATOR PEDAL WHICH FAILED. THE VEHICLE WOULD NOT STOP WHEN PRESSURE WAS APPLIED TO THE BRAKES. ONCE THE GEAR SELECTOR WAS SHIFTED INTO NEUTRAL, THE SPEED BEGAN TO REDUCE. THE VEHICLE WAS MANEUVERED TO THE SIDE OF THE ROAD AND THE ENGINE WAS TURNED OFF. THE CONTACT WAS ABLE TO RELEASE THE STUCK ACCELERATOR PEDAL AND RESUMED NORMALLY FOR A BRIEF MOMENT AND THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR DIAGNOSIS. THE TECHNICIAN WAS UNABLE TO LOCATE THE PROBLEM. THE MANUFACTURER WAS NOT MADE AWARE OF THE UNINTENDED ACCELERATION. THE FAILURE MILEAGE WAS 66,000.

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)

MY FIRST NAME IS [REDACTED], NAME OF CITY IS FORT WAYNE. I HAVE TAKEN THIS VEHICLE TO TWO DIFFERENT FORD GARAGES (COPIES OF REPAIR INVOICES INCLUDED) NEITHER SEEM TO KNOW FOR SURE WHAT WOULD HAVE CAUSED MY VEHICLE TO ACT THE WAY IT DID. I WENT ON COMPUTER AND FOUND SOME THINGS THAT MIGHT CAUSE MY VEHICLE TO DO THIS AND ASK THE TWO GARAGES TO MAKE THESE CHANGES AND THEY HAVE. ONE ITEM THAT COULD HAVE CAUSED THE PROBLEM IS THE "THROTTLE BODY CABLE" WHICH CANNOT BE LOCATED ANYWHERE IN THE UNITED STATES. I AND DEALERS HAVE CONTACTED UNLIMITED NUMBER OF SUPPLIERS WITH NO POSITIVE RESULTS. I EVEN CALLED "FORD MOTOR COMPANY" WITH HOPE THEY COULD HELP AND LOCATE A CABLE, THEY COULDN'T. ^{ATTACH ADDITIONAL SHEETS IF NECESSARY}

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

FT WAYNE IN 468

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



200779382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CONT: All I was told by Ford was this part has been discontinued. It has been my understanding that parts are to be made available for a period of 10 years. I feel the very least Ford should do is reimburse me for these two attached invoices and locate for me a "throttle body cable" for my vehicle. I will not feel safe driving this vehicle until this part is replaced.



CUSTOMER #: F1000850

174868

O'DANIEL

FORD • MITSUBISHI

631 Lincoln Highway

New Haven, IN 46774

FORD SERVICE: (260) 748-6260

MITSUBISHI SERVICE: (260) 748-6270

INVOICE

DUPLICATE 1

PAGE 1

FORT WAYNE, IN

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 2575 GLENN CAMPBELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	02	LINCOLN CONTINENTAL	1LNHM97V82Y		66329/66329	T1609	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN02 DI			17:00 16AUG11		0.00	NADW-SLS	17AUG11
R.O. OPENED		READY		OPTIONS: ENG:4.6_Liter 1)O/A#141514240			
09:31 16AUG11		10:40 17AUG11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES VEHICLES IDLE WILL NOT COME DOWN WHEN COMING TO A STOP.

ADVISE

DIAG1 IDS EEC TEST KOEO P1000 SMOKE MACHINE TEST							
INTAKE SYSTEM, FOUND LEAK AT INTKAE HOSE AND							
THROTTLE INLET							
2570 CRF 1.50					89.95	89.95	
SS CLEANED AND TIGHTENED DESLUDGE THROTTLEBODY							
AND REPLACED IAC MOTOR							
2570 CRF 4.00					387.32	387.32	
1 F50Z*9F715*AB VALVE ASY - THROTTLE AIR BY-PA				94.98	94.98	94.98	
1 F80Z*9D634*BC GASKET				20.35	20.35	20.35	

B CUST STATES VEHICLES BRAKE PEDAL SEEMS SPONGY. ADVISE

9 BRAKE INSPECTION SERVICE :INSPECT BRAKE LININGS

OF ALL FOUR WHEELS, INSPECT LINES & HOSES

2570 CRF 0.60

21.95 21.95

INFO ALL OKAY AT THIS TIME

2570 CRF 0.00

0.00 0.00

C PERFORM MULTI-POINT INSPECTION

99P PERFORM MULTI-POINT INSPECTION

2570 CCF 0.00

0.00 0.00

GBATT BATTERY6 TEST OK

2570 CCF 0.00

0.00 0.00

GTIRE CHECKED AND OK 7/32 OR GREATER

2570 CCF 0.00

0.00 0.00

GW WEAR PATTERN OK

2570 CCF 0.00

0.00 0.00

GBK CHECKED AND OK (DISC:OVER 5MM DRUM:OVER 3MM)

2570 CCF 0.00

0.00 0.00

SHOP SUPPLIES

20.00

THANK YOU FOR PROVIDING US WITH THE OPPORTUNITY TO SERVE YOU..... WE APPRECIATE YOUR BUSINESS! AS A RESULT OF THIS VISIT, YOU MAY RECEIVE A SURVEY IN THE MAIL OR A TELEPHONE CALL. WE ENCOURAGE YOU TO RESPOND AS THIS IS OUR "GRADE CARD" WHICH PROVIDES FEEDBACK ON HOW WELL WE ARE SERVING YOU. OUR GOAL IS YOUR COMPLETE SATISFACTION AFTER EVERY VISIT!

SERVICE, PARTS AND BODY SHOP DEPARTMENT HOURS

Monday thru Friday 7:30 A.M. - 5:30 P.M.

Saturday 8:00 A.M. - 12:00 NOON

Parts & Service only

Closed Sunday

"The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."

CUSTOMER SIGNATURE

X

DESCRIPTION

TOTALS

LABOR AMOUNT 499.22

PARTS AMOUNT 115.33

GAS, OIL, LUBE 0.00

SUBLET AMOUNT 0.00

MISC. CHARGES 20.00

TOTAL CHARGES 634.55

LESS 20.00

SALES TAX 8.07

PLEASE PAY THIS AMOUNT 622.62

CUSTOMER COPY

