



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 160

Date Received

00 JUN 20 AM 11:11

31-MAY-2000

OFFICE

DEFECTS INVESTIGATION

Oid or

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Oid rt

Up rt

Reference No.

862775

OWNER INFORMATION (Type or Print)

Work Number N.A.

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorized NHTSA MAILING ADDRESS, please provide address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 6/1/21/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 4N2XV11TXXT107424
Vehicle Make VAN MERCURY TRUC
Vehicle Model VILLAGER
Vehicle Year 1999
Current Odometer Reading 42,000

Purchase Date
☒ New ☐ Used
Dealer's Name BOB BORST MERCURY
City TRDY State MI Zip Code 48064
Engine Size (CID/CC/L) 4
No Cylinders 6
☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

Transmission Type ☐ Manual ☒ Automatic
Antilock Brakes ☒ Yes ☐ No
Restraint System
☒ 3-Point Belt ☐ Motorbelt
☒ Driverside Airbag ☐ 2-Point Belt
☒ Passengerside Airbag
Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Ut
☒ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other
Body Style ☐ 2-Door
☒ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 04406000 Part Name(s) FUEL THROTTLE LINKAGES AND CONTROL
Location ☐ Left ☐ Right ☐ Front ☐ Rear
Failed Part(s) ☒ Original ☐ Replacement
No of Failures Date(s) of Failure(s)
Mileage at Failure(s) 42000
Vehicle Speed at Failure(s)
Failed Part(s) Available? ☐ Yes ☐ No
NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash ☐ Yes ☒ No
Fire ☐ Yes ☒ No
Number of Persons Injured
Number of Fatalities
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN TRYING TO MERGE INTO TRAFFIC VEHICLE WOULD SEEM TO HANG UP. DEALER HAS CLEANED THROTTLE LINKAGE, BUT DEFECT HAS REOCCURRED. *AK

CONTINUE ON BACK IF NEEDED

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 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]

[REDACTED]

[REDACTED]

June 10, 2000

Administrator, National Highway
Safety Administration
400 Seventh Street S. W.
Washington, D.C. 20590

Dear Administrator,

On May 19, 2000 I filed a complaint with Ford Motor Company (Case # 0570803489) on a safety issue which we experienced and I am sure many others have also, which was dismissed by Ford as a non issue. We own a Mercury Villager for the past eighteen months and twice we experienced the gas pedal stuck so that we could not accelerate more than 10 to 15 miles per hour. In each of these experiences we were exiting an interstate rest area and entering a 70 miles per hour interstate. Twice we had to pull off on to the shoulder to prevent a truck in the right lane from hitting us. We filed this complaint with Ford which they dismissed as a maintaintence problem. The dealer took off the assembly and cleaned the throttle linkage. They charged us \$34.50 for the service which I am not so sure is the solution to the problem.

Ford Motor dismissed this as a maintenance responsibility of the owner, which is not covered in the operation manual that was supplied by the dealer. How many people could be rear- ended if they experienced this same problem and were not able to pull off the road? I sincerely hope that the Administration will investigate this matter and ask for a recall if necessary.

[REDACTED]

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130

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31-MAY-2000

Od_or _____

rt_dt _____

od_rt _____

up_ltr _____

Reference No.

862775

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4N2XV11TXXT107424	MERCURY TRUC	VILLAGER	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☒ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06400000	Part Name(s) FUEL THROTTLE LINKAGE AND CONTROL	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) 42000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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