



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 119

Date Received

15-DEC-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

876565

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 windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4M2XV11J6XDJ02480	MERCURY TRUC	VILLAGER	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ 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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☒ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
--	---	---	--	--	---	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06410000	Part Name(s) FUEL:THROTTLE LINKAGES AND CONTROL:PEDAL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 31 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)

CONSUMER NOTICED THAT THROTTLE BODY NEEDED REPLACING. ACCELERATOR PEDAL STUCK IN MIDDLE OF INTERSECTION CAUSING LOSS OF FORWARD MOVEMENT. THIS FORCED DRIVER TO APPLY GREAT FORCE TO ACCELERATOR PEDAL IN ORDER FOR VEHICLE TO ACCELERATE. ALSO, PART WAS ON NATIONAL BACK ORDER. PLEASE PROVIDE ANY FURTHER DETAILS. *AK

CONTINUED ON BACK (119)

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration www.nhtsa.dot.gov/hotline 1-888-327-4236 NATIONWIDE 1-888-DASH-2-DOT		Vehicle Owner's Questionnaire (VOQ) DOT Auto Safety Hotline	
OWNER INFORMATION (Type or Print) 661267		HOME NUMBER WORK NUMBER	
DATE RECEIVED 15-DEC-2000 REFERENCE NO. 8769881		FOR AGENCY USE ONLY 119	
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 [Redacted Signature]			
VEHICLE INFORMATION Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 4MZXV1J6XDJ02480 Vehicle Make MERCURY TRUC Vehicle Model VILLAGER Vehicle Year 1999 Current Odometer Reading 32,500			
Purchase Date [Redacted] Dealer's Name [Redacted] City West Bromwich, ME Zip Code 04095			
Transmission Type ☒ Automatic ☐ Manual Antilock Brakes ☐ Yes ☒ No Restraint System ☐ 3-Point Belt ☒ Driver's Side Airbag ☒ Passenger's Side Airbag Cruise Control ☒ Yes ☐ No			
FAILED COMPONENT(S)/PART(S) INFORMATION Part Name(s) FUEL THROTTLE LINKAGES AND CONTROL PEDAL Location Front ☐ Left ☐ Rear ☐ Right ☐ Failed Part(s) Original ☒ Replacement ☐			
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form) No of Failures Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)			
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) CONSUMER NOTICED THAT THROTTLE BODY NEEDED REPLACING. ACCELERATOR PEDAL STUCK IN MIDDLE OF INTERSECTION CAUSING LOSS OF FORWARD MOVEMENT. THIS FORCED DRIVER TO APPLY GREAT FORCE TO ACCELERATOR PEDAL IN ORDER FOR VEHICLE TO ACCELERATE. ALSO, PART WAS ON NATIONAL BACK ORDER. PLEASE PROVIDE ANY FURTHER DETAILS. YAK			
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.			

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURES (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

This vehicle was taken to McDonald Ford (Greeland, MT) mid November to correct sticking throttle. Throttle assembly needed to be replaced. Part ordered and shipped wrong on two occasions. Was told by dealer this problem common and that no parts were to be had. I found it disturbing that we drove thru vehicle one month with sticking throttle hoping to avoid an accident.

To my frustration I called another local dealer who had the part on hold for another customer. This dealer (Porchelle Ford) called later to say they'd give my van the part. ~~After~~

*Main concern - Being told by numerous dealers this defective part was common for this vehicle and replacement parts are scarce.

☆ U.S. G.P.O.: 1992-625-877/60086

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590