



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

335

Date Received

28-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

881420

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4M2XY11T9XDDJ1335	MERCURY TRUC	VILLAGER	1999	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/GAL) _____ No Cylinders _____	☐ 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 Util ☒ 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 0	Dates of Failure(s) 01-02-2000 Mileage at Failure(s) 55000 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage 	Reported to Police ☐ Yes ☒ No
--	---	------------------------------------	-------------------------------	-----------------------------------	---

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

ACCELERATOR PEDAL GETS STUCK WHEN TAKING OFF FROM A DEAD STOP. *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 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.

To: The NHSTA
Date: 3-14-01
Subject: Failed Component

I have received The Owner's Questionnaire and offer the following comments.

The vehicle Identification Number is as noted, not as entered.

The vehicle has cruise control.

This is a minivan, not a van.

The throttle linkages were (in the beginning) seizing at alternating startups (approx) but have now increased from every deadstop/startup with no exceptions.

This has been a problem from about the first of 2000 and is getting progressively worse. In the beginning I thought I had solved the "sticking" with lubricants but, after a while, it was to no avail. If I wasn't a left foot "braker" this would be an extremely hazardous situation. With this method I have some semblance of control but it is still, nevertheless, a problem. My wife, who does not utilize this type of control, obviously, has difficulty driving this unit and will not, unless absolutely necessary.

I was going to have it investigated when I heard of the recall dealing with this specific condition. When I approached the dealership I was told this particular series was not included in the recall.

This was completely baffling. If several models are having a problem with essentially the same system, what is to keep all from potential failure?

Please rectify this oversight at the earliest convenience.

