



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 231

Date Received

15-MAR-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

883115

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) (Location at bottom of windshield and driver's side door)		Vehicle Make MERCURY TRUCK	Vehicle Model VILLAGER	Vehicle Year 2001	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ 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 Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Utl ☒ 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 Failure	Date(s) of Failure(s) _____ Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ 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 Damag	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	--------------------------	---

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

WHILE TRAVELING NOTICED GAS PEDAL TO FLOOR BOARD STUCK, CONSUMER DEPRESSED IT WITH FORCE TO RELEASE GAS PEDAL. PLEASE PROVIDE FURTHER INFORMATION.*AK

CONTINUE ON REVERSE

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

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 231

Date Received

15-MAR-2001

DEFECTS INVESTIGATION

Date of
it at
od it
up it
phone

Reference No.

883115

OWNER INFORMATION (Type or Print)

680234

Work Number

Home Number

Do you authorize NHTSA to provide a copy of this information to the manufacturer of your vehicle?
In the absence of an answer, NHTSA will assume you do not authorize this disclosure.

☒ YES☐ NO

Signature of Owner

Date 4/13/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) [redacted] Vehicle Make MERCURY TRUC Vehicle Model VILLAGER Vehicle Year 2000 Current Odometer Reading 19600

Purchase Date 12-10-99 Dealer's Name LINCOLN MERCURY OF KING AUTO MALL Engine Size (CID/CCA) 3.3 Turbo Diesel Gas Fuel Injection
☒ New ☒ Used City CINTI State PA Zip Code 45249 No Cylinders 6

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 ☒ Van ☐ Sport Utl ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05410000 Part Name(s) FUEL THROTTLE LINKAGES AND CONTROL PEDAL Location ☐ Left ☐ Right ☐ Front ☐ Rear Failed Part(s) ☒ Original ☐ Replacement
No of Failures 7 Date(s) of Failure(s) 1-21-01 2-9 2-16 3-3 3-10 3-14 3-21 Mileage at Failure(s) 18200 19000 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 Number of Fatalities Estimated Property Damage Reported to Police ☐ Yes ☒ No

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

WHILE TRAVELING NOTICED GAS PEDAL TO FLOOR BOARD STUCK, CONSUMER DEPRESSED IT WITH FORCE TO RELEASE GAS PEDAL. PLEASE PROVIDE FURTHER INFORMATION.*AK

GAS PEDAL STICKS & WILL NOT DEPRESS UNLESS IT IS KICKED DOWN. SIX FAILURES WHEN NOT MOVING & AT IDLE. ONE FAILURE WHILE MOVING GOING DOWN STEEP HILL WITH FOOT ON BRAKE TO CHECK SPEED - THEN GAS PEDAL STUCK ON ACCELERATION.

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.

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

INFORMATION ON TIRE FAILURE(S) (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)

DEALER CLAIMED PROBLEM WAS IN THROTTLE BODY
AND SAID IT WOULD COST \$33 TO CLEAN + LUBE THROTTLE
BODY. FORD MOTOR CO. IN MICHIGAN SAID IT WAS
THE DEALER'S RESPONSIBILITY.
THE WARRANTY GUIDE BOOK SAID ON PG 13-LIST OF PARTS
COVERED BY EMISSION WARRANTIES THE THROTTLE BODY IS
COVERED ON ITEM 33 AND PARTS COVERED BY DEFECTS
WARRANTIES PAGE 18 ITEM 32 WAS COVERED, NOWHERE
IN MY MAINTENANCE BOOK DOES IT SAY THE INSIDE
OF THE THROTTLE BODY HAD TO BE CLEANED + LUBRICATED

★ U.S. G.P.O.: 1982-625-877/82886

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

400 Seventh St., S.W.
Washington, D.C. 20580

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

