



Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8383
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK: ●

FOR AGENCY USE ONLY

Date Received 1-27-03	Old or _____ 1-A _____ Old or _____ 1-B _____ Old or _____ 1-C _____
Reference No. 10006294	

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

STREET NO. **PEQUOT LAKES** APT. NO. **MN**
CITY STATE ENTER ZIP CODE

ZIP CODE + 4 AREA CODE

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? Yes No

In the presence of _____ provide your name and address to the vehicle manufacturer.
SIGNATURE OF OWNER DATE **JANUARY 10, 2003**

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) 2MEBM74F9KX667429	VEHICLE MAKE MERCURY	VEHICLE MODEL GRAN MARQUIS	MANUFACTURE DATE 011989	MODEL YEAR 1989
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VEHICLE MANUFACTURER
 BMW Ford Honda Nissan Subaru Volvo Other
 Daihatsu/Chrysler General Motors Hyundai Saab Toyota VW

PURCHASE DATE JUNE, 1995 <input type="radio"/> New <input checked="" type="radio"/> Used	DEALER'S NAME MILLS MOTOR INC	CITY BRAINERD	STATE MN	ZIP CODE 56401
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ENGINE SIZE (CID/OCA) 5.0	FUEL SYSTEM <input type="radio"/> Turbo <input checked="" type="radio"/> Fuel Injection	FUEL TYPE <input type="radio"/> Diesel <input checked="" type="radio"/> Gas	TRANSMISSION TYPE <input type="radio"/> Manual <input checked="" type="radio"/> Automatic	ANTILOCK BRAKES <input type="radio"/> Yes <input checked="" type="radio"/> No	RESTRAINT SYSTEM <input type="radio"/> Driver-side Airbag <input type="radio"/> 2-Point Belt <input type="radio"/> Passenger-side Airbag <input type="radio"/> Motorbelt <input checked="" type="radio"/> 3-Point Belt	CRUISE CONTROL <input checked="" type="radio"/> Yes <input type="radio"/> No
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DRIVETRAIN <input type="radio"/> Front <input type="radio"/> 4-Wheel <input checked="" type="radio"/> Rear	VEHICLE TYPE <input checked="" type="radio"/> Car <input type="radio"/> Minivan <input type="radio"/> Truck <input type="radio"/> Other <input type="radio"/> Van <input type="radio"/> Sport Utility <input type="radio"/> Motorcycle	DOORS <input type="radio"/> 2-Door <input checked="" type="radio"/> 4-Door	BODY STYLE <input type="radio"/> Hatchback <input checked="" type="radio"/> Sedan <input type="radio"/> Pick Up Truck <input type="radio"/> Stationwagon
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FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT <input type="radio"/> Child Seat <input type="radio"/> Electrical Lights & Alarms <input type="radio"/> Engine & Cooling System <input type="radio"/> Equipment <input type="radio"/> Fuel System, Exhaust <input type="radio"/> Heater, Defrost, Ventilation <input type="radio"/> Interior <input type="radio"/> Parking Brake <input type="radio"/> Power Train <input type="radio"/> Service Brakes <input type="radio"/> Steering <input checked="" type="radio"/> Structure <input type="radio"/> Suspension <input type="radio"/> Visual Systems <input type="radio"/> Other _____	NO. OF FAILURES <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 18 <input type="checkbox"/> 19 <input type="checkbox"/> 20	To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).		
	INCIDENT DATE NOV, 2002	TIRE NAME MICHELIN XW4	COMPLETE TIRE SIZE P215/70R15	
	MILEAGE AT INCIDENT 120,514	TIRE BRAND <input type="radio"/> BF Goodrich <input type="radio"/> Cooper <input type="radio"/> Firestone <input type="radio"/> Goodyear <input type="radio"/> Kelly Springfield <input checked="" type="radio"/> Michelin <input type="radio"/> Yokohama <input type="radio"/> Other _____	DOT H1C7585X 061 DOT H1C7785X 019	
	VEHICLE SPEED AT INCIDENT	FAILED PART(S) <input checked="" type="radio"/> Original <input type="radio"/> Replacement		

HANDICAPPED ADAPTIVE <input type="radio"/> Yes <input checked="" type="radio"/> No	FAILED PART(S) AVAILABLE <input checked="" type="radio"/> Yes <input type="radio"/> No	NHTSA PREVIOUSLY CONTACTED? <input type="radio"/> Yes <input checked="" type="radio"/> No
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APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.	CRASH <input type="radio"/> Yes <input checked="" type="radio"/> No	NUMBER OF PERSONS INJURED <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 18 <input type="checkbox"/> 19 <input type="checkbox"/> 20	CAUSE OF INCIDENT <input checked="" type="radio"/> Wear/Corroded/Rust <input type="radio"/> Weak/Poor Fit/Loose <input type="radio"/> Cut/Torn <input type="radio"/> Disconnect/Fell Off <input type="radio"/> Erratic/Poor Performance <input type="radio"/> Excessive Effort <input type="radio"/> Nasty <input type="radio"/> Leaks <input type="radio"/> Short <input type="radio"/> Locks/Sticks/Grabs <input type="radio"/> Stability/Vibration <input type="radio"/> Broken	RESULT OF INCIDENT <input type="radio"/> Explosion/Fire <input type="radio"/> Loss of Control <input type="radio"/> Poor Visibility <input type="radio"/> Inadvertent Start <input type="radio"/> Rollover <input type="radio"/> Stalls <input type="radio"/> Sudden Acceleration
	FIRE <input type="radio"/> Yes <input checked="" type="radio"/> No	NUMBER OF FATALITIES <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12 <input type="checkbox"/> 13 <input type="checkbox"/> 14 <input type="checkbox"/> 15 <input type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 18 <input type="checkbox"/> 19 <input type="checkbox"/> 20		

PLEASE DO NOT WRITE IN THIS AREA



10797

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

1989 MERCURY GRAN MARQUIS

ON JUNE 14, 2002, I SOLD THIS CAR WITH 112,900 MILES ON ODOMETER. BUYER FOUND BAD FRAME WHEN SEVICING ON BOTTOM SIDE. WITH THREAT OF LEGAL ACTION VIA SMALL CLAIMS COURT, I BOUGHT THIS CAR BACK IN OCT. 2002 WITH 120,514 MILES. I HAD NOT NOTICED BAD FRAME PRIOR TO SALE. AFTER GETTING IT BACK, EXAMINED FRAME AND FOUND APPROXIMATELY 3 FT ON FRONT PART OF SIDE RAIL RUSTING OUT BAD, RUSTY METAL FLAKING OUT ON INSIDE AND NUMEROUS HOLES. IT IS RUSTED BAD BY BRACKET THAT HOLDS TRANSMISSION SUPPORT CROSS-MEMBER. SHOULD THIS CROSSMEMBER AND FRAME BREAK, TRANSMISSION COULD DROP TO GROUND CAUSING DAMAGE TO ENGINE AND DRIVE LINE. IT WOULD SEEM TO ME THAT THE FRAME SHOULD OUTLAST THE CAR. THIS FRAME SUPPORTS ENTIRE BODY, FRONT + REAR SUSPENSION, ENGINE, TRANSMISSION & MANY RELATED PARTS

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

The Privacy Act of 1974—Public Law 93-502 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.

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HS Form 350 (Rev. 8/99)

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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL 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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Mr. Gene A. Harbig
31303 County Rd 112 #311
Piquette Lakes, MI 49672

Department of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



VEHICLE OWNER QUESTIONNAIRE (V)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

Complete and return or place in your car manual for future use

1989 MERCURY GRAN MARQUIS (CONTINUED)

THIS CAR HAS BEEN DRIVEN PRIMARILY IN MINNESOTA, WHICH IS ONE OF THE SNOWBELT (+SALT) AREAS OF U.S.

THERE ARE NUMEROUS AUTOS OF THIS TYPE (MERCURY GRAN MARQUIS, FORD CROWN VICTORIAS, LINCOLN TOWN CARS) WHICH HAVE SAME OR SIMILAR FRAMES AND BODIES. MANY OF THESE ARE OF APPROX 1983-1990 VINTAGE. HOW MANY OF THESE COULD HAVE BADLY RUSTED FRAMES.

ALSO, ON 3-16-2002, THE ENGINE OIL PAN WAS SO RUSTED THAT OIL WAS LEAKING OUT. THIS WAS REPLACED BY MILLS MOTOR, BRAINERD MN. FORD DEALER, INV# 28704 FOR COST OF \$481.10. REST OF CAR + BODY IN GOOD CONDITION CONSIDERING AGE + MILEAGE.

OF APPROX. 30 VEHICLES THAT I HAVE OWNED OVER THE YEARS, THIS IS THE ONLY ONE WHERE I HAVE HAD FRAME FAILURE OR OIL PAN RUST OUT. WHY???

I HAVE ALSO USED MICHELIN TIRES FOR DEFECTS. ON MY LAST THREE MERCURY'S WERE MICHELINS. 1987 MERCURY GRAN MARQUIS - 1 FAILURE
1989 MERCURY GRAN MARQUIS - 2 FAILURES
1992 MERCURY GRAN MARQUIS - 1 FAILURE

THIS IS 4 FAILURES PER 12 TIRES (+ 2 SPARES)
ALL FAILURES ARE NEARLY IDENTICAL WITH THE CASINGS DEVELOPING BULGES (NO BLOWOUT)
I HAVE THE CASINGS FROM 87 + 92 CARS. THE 2 FROM 89 MERC WERE DISCARDED.

I HAVE CALLED FORD ABOUT THIS (DEC, 2002)



