



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

Date Received

Repository ☐

2004 JUN 29 NOV 2003 29

Reference No.
10048317

OWNER INFORMATION (Type or Print)

Name

Address

City ROCHESTER HILLS

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an owner's name or address to the vehicle manufacturer.

Signature of Owner

Date 1/13/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2MELM75W2R0048020

Make
MERCURY

Model
GRAND MARQUIS

Model Year
1994

Date Purchased
2-11-1994

ORIGINAL ← BOUGHT BY JACK DEMMERS

Dealer's Name and Telephone Number (848) 474-3440

808 DUSSEAU RD (848) 537-4640

Engine: 2.4L (3B) 2

Engine: 2.4L (3B) 2

No. Cylinders: EIGHT (8)

Full Type: REGULAR

FUEL TYPE: REGULAR

GASOLINE

B7 OCTANE

Original Owner ☒

Dealer's City

FARMINGTON

State

ME

Zip Code

48336

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

4.6L V8
MODULAR ENGINE

Vehicle Component Code

121200 EXTERIOR LIGHTING: HEADLIGHTS: SWITCH

Multiple Failure: THREE (3)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

6-18-1997

12-1-1999

11-17-2003

Failure Mileage

24845

84500

127175

Failure Speed

70 MPH

65 MPH

65 MPH

HEADLIGHT / CIRCUIT BREAKER SWITCH

NIGHT TIME DRIVING

55 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

ZERO (0)

Number of Deaths

ZERO (0)

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

HEADLIGHTS SWITCH FAILURE. *AK

FOR 130,989 miles - CURRENT MILEAGE/ODOMETER

1.) HEADLIGHT SWITCH ALWAYS USED MANUALLY, NOT IN AUTOMATIC FEATURE. THEREFORE, PULLED OUT / PUSHED IN MANUALLY. 1-13-04

2. WIRING HARNESS NYLON CONNECTOR, ATTACHING WIRE HARNESS WIRES TO HEADLIGHT SWITCH, LOCKED DOWN ON 6-18-97 AND 12-1-99. HOWEVER, WAS MEXED AND CRUMBED APART ON 11-17-03 FAILURE.

3. ON 6-18-97 AND 12-1-99 DID NOT CHECK FOR TIGHTNESS OF FEMALE METAL CONNECTORS ON ENDS OF WIRE HARNESS WIRES TO MALE METAL SPADES COMING OUT OF HEADLIGHT SWITCH. NYLON CONNECTOR - DID NOT FIT TIGHT TO HEADLIGHT SWITCH. "CONVULSED"

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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.

November 19, 1999

[REDACTED]
[REDACTED]
Rochester Hills, Michigan [REDACTED]

Ford Motor Company
Company Customer Service Department
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, Michigan 48121

RE: HEADLIGHT SWITCH CIRCUIT BREAKER
1994 Mercury Grand Marquis LS
VIN# 2MELM75W2R [REDACTED]

To whom it may concern:

This letter is to followup on the conversation I had on November 19, 1999 with the Jack Demmers Dealership Service (248 474-3170), and with the Ford Motor Customer Assistance Service representative (Troy id#2048), and the problem I am having with the headlight switch circuit breaker on my 1994 Mercury Grand Marquis LS. This will be the third replacement part on this vehicle, and I have been informed by the dealer and Ford Motor Customer Assistance that no recall campaign has been issued.

I am alerting you to this problem, with hopes that you can review and, remedy the problem, and hopefully consider a recall on this part. My concern is for my safety and for other Mercury/Ford vehicle owners who may be experiencing the same problem.

We must agree that this is a safety issue for night drivers and it can become very dangerous to be driving without lights.

Thank you again for your time, and hopefully we can resolve this issue.

Sincerely,
[REDACTED]
[REDACTED]



Ford Customer Service Division
Ford Motor Company
December 8, 1999

16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI 48121

[REDACTED]
Rochester Hills, MI [REDACTED]

Dear [REDACTED]:

We have reviewed all of the necessary information in order to respond to your inquiry.

Although the joint efforts of your dealer and our representative have not met your expectations, we feel that every consideration has been given to the matter and the decision reached was correct. Therefore, we are unable to further review this concern.

If you have concerns other than those we have already reviewed, please contact the service manager at your dealership.

Thank you for contacting Ford Motor Company.

Sincerely,

A handwritten signature in cursive script, appearing to read "Clive Woodrow".

Clive Woodrow
Operations Manager
Customer Assistance Center

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**