



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 100145

Date Received: 2004 JAN 1 16-DEC-2003
Repository:
Reference #/ID: 10051597

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: KINSTON State: NC Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 12/29/03

VEHICLE INFORMATION

1. 2 digit vehicle identification number located at bottom of wheel well on driver's side: 2MEHM75W9L [Redacted]
Make: MERCURY Model: GRAND MARQUIS ULTIMATE Model Year: 2004
Date Purchased: 9-26-2003 Dealer's Name and Telephone Number: FERRY FORTER WILMINGTON N.C. 28405 Engine: No. Cylinders: 8 Fuel Type: GAS
Original Owner: Dealer's City: WILMINGTON State: NE Zip Code: 28405
Transmission Type: AUTO Shiftlock Brakes Powertrain: 4.6 Vehicle Component Code: 126000 EXTERIOR LIGHTING: TURN SIGNAL
 Cruise Control Multiple Failure: 13

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 13-NOV-2003 Failure Mileage: 7300 Failure Speed: ALL
LIGHTING CONTROL MODULE
MULTI FUNCTION SWITCH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM15ABCD056) Original Equipment Prior Repair Failure Location:
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: 0 Number of Deaths: 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).

THE TURN SIGNAL FAILED INTERMITTENTLY. THE CAUSE HAD NOT BEEN DETERMINED. PLEASE PROVIDE ADDITIONAL INFORMATION. *JB
TURN SIGNAL FLICKER SO FAST THE LIGHTS FLICKER INSTEAD OF BLINKING. THEY HAVE FAILED 30 TIMES SINCE 6 DEC 2003. UNUSUAL OTHER THAN THE BLINKERS WOULD SPARK UP AFTER THEY STARTED OUT OKAY. IT IS NORMAL ON RIGHT TURNS BUT IT DOES HAPPEN SOMETIMES ON LEFT TURNS.
THIS SAME CONDITION OCCURRED ON THE 2002 GM ULTIMATE WITH DIGITAL DISPLAY. IT TOOK 10 MONTHS BEFORE THEY REPLACED THE LIGHTING MODULE. SONYALC...
HAD MULTI FUNCTION SWITCH THIS CAUSED THE 2002 MODEL THAT I OWNED.
VIN: 1G02MEHM75W9L [Redacted] THE FAILURE ON THESE VEHICLES

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-578 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.

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

WAS RECALLED MONTHS AS THE VEHICLE GETS OLDER. BY THE TIME THE 2002 WAS CALLED, IT WAS NONFUNCTIONAL NEARLY 100 PER CENT OF THE TIME.

IT SEEMS TO ONLY OCCUR ON THE (GRAND MARAULT ULTIMATE) DIGITAL DASH VEHICLE. FORD MTR CO. WAS CALLED BY ANOTHER HIGHWAY DEALER TO DAY 29 DEC 03 AND THEY WERE TOLD BY FORD THAT THEY KNEW ABOUT THE PROBLEM BUT SO FAR THEY DID NOT HAVE A FIX. THIS CONDITION COULD EASILY CAUSE AN ACCIDENT.

US Department of Transportation

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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.



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Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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