



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 120

Date Received: 2004 APR -6 PM
22-MAR-2004
Repository
2: 52
Reference No.
10064646

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: FAIRHAVEN State: MA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2M0HM75W14K626627
Make: MERCURY Model: GRAND MARQUIS Model Year: 2004
Date Purchased: 2/13/04 Dealer's Name and Telephone Number: 508-986-7200
TASCA LINCOLN-MERCURY, INC Engine: No. Cylinders: 8 Fuel Type: GAS
Original Owner: Dealer's City: Seekonk MA State: MA Zip Code: 02771
Transmission Type: Auto. Antilock Brakes Powertrain: Rear Wheel Drive
 Cruise Control Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-MAR-2004 Failure Mileage: 500+ Failure Speed: \emptyset
Never Determined Dealership could not find problem.

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: _____ Number of Deaths: _____ 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).

CONSUMER STATED THAT WHILE DRIVING CAME TO A RED LIGHT AND VEHICLE TOOK OFF. THE MORE HE APPLIED THE BRAKES THE FASTER VEHICLE WENT. HE AND HIS WIFE NARROWLY ESCAPED A COLLISION. CONSUMER TOOK FEET OFF THE BRAKES, AND PLACED THE VEHICLE IN NEUTRAL, WHICH CAUSED IT TO SLOW DOWN. THEN, HE COASTED TO THE SIDE OF THE ROAD. CONSUMER CALLED THE DEALER, WHO TOLD HIM TO CALL A TOW TRUCK. CONSUMER HAD VEHICLE TOWED TO THE DEALER. AFTER INSPECTING THE VEHICLE DEALER TOLD CONSUMER THAT THEY NEVER HEARD OF THIS PROBLEM WITH THIS TYPE OF VEHICLE. HOWEVER, HE WAS TOLD BY ANOTHER DEALER THAT IT MIGHT HAVE BEEN THE CRUISE CONTROL KICKING IN WHEN IT WAS NOT SUPPOSE TO. CONSUMER WAS VERY CONCERNED BECAUSE HE AND HIS WIFE WERE NEARLY KILLED. *AK

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

This 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.

Narrative Description of incident(s), Failure(s), Cause(s), and Injury(ies)

We left Taos and began on our return home to Fairhaven. Approximately half way home we came to a red light. We began to slow down, almost a complete stop. When the vehicle surged and lurged into the intersection with engine racing through the red light. We were sandwiched between an SUV and a Buick who came through the intersection blowing their horns at us unknowing that we had a brake problem. The brakes were applied and again the car lurged and the engine raced. The car was unable to stop each time the brake was used the car continued racing. The passenger then pulled the carpet mat from under the driver's foot and did witness that the driver had his foot on the brakes only. When the mat did not solve the problem the vehicle was then put into neutral. While in neutral the brakes continued to race the engine every time applied. While in neutral we coasted until we could turn into a driveway. Again pressing the brake with the car stopped and still in neutral the car would race and race. We then turned off the motor and called Taos dealership and told them of the problem. We were told to drive it back to Taos in Seekonk, Ma and we informed them that we could not stop the car, and therefore, could not drive back to the dealership. We were almost killed, and afraid to drive that vehicle. Taos gave us a towing company to call and within 15 min. they arrived. The car was towed to Taos, and we explained the problem, which Taos said they never heard of anything like that before.

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of Transportation

National Highway
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Administration

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

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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
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and dial toll free at



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COMPLETE THIS FORM
ON REPORT VEHICLE SAFETY DEFECTS

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OWNER'S
QUESTIONNAIRE**
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