



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

DO's 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 1368

Date Received

2004 NOV -9
20-OCT-2004

Repository

Reference No.
10097254

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BAY SHORE State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

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, provide your name and address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 10/28/04

PLEASE DO NOT POST THIS PERSONAL INFO ON THE INTERNET

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2MEHM/SW94[REDACTED]
Make MERCURY Model GRAND MARQUIS MARQUIS ULTIMATE EDITION Model Year 2004
Date Purchased 5/21/04 Dealer's Name and Telephone Number L & B LINCOLN MERCURY 631-669-2600 Engine: No. Cylinders 8 Fuel Type: REGULAR GASOLINE
Original Owner [X] Dealer's City WEST BABYLON State NY Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain [REDACTED]
Vehicle Component Code 180000 VEHICLE SPEED CONTROL Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-OCT-2004 Failure Mileage 2235 Failure Speed APPROX 2 MPH

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: DOTM1A9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
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 [REDACTED] Number of Deaths [REDACTED] Reported to Police [REDACTED]

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).

WHEN THE CONSUMER ATTEMPTED TO COME TO A STOP, THE VEHICLE ACCELERATED INTO A BUILDING. THE VEHICLE WAS TOWED. PLEASE PROVIDE MORE INFORMATION

I WAS ENTERING A PARKING SPACE IN A PARKING LOT WITH MY FOOT ON THE BRAKE AND COMING TO A FULL STOP, JUST BEFORE THE CAR CAME TO A FULL STOP, IT SUDDENLY RACED FORWARD & HIT A BUILDING AFTER JUMPING A CURB A FEW FEET IN FRONT OF ME. OVER \$2,000 WORTH OF DAMAGE WAS DONE TO MY CAR. DEALER COULD NOT FIND ANYTHING WRONG WITH THE CAR. Ford would NOT EXAMINE THE CAR.

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

CONTINUED ON "BACK"

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

IN SPITE OF DEALER'S CLAIM THAT NOTHING IS WRONG, I FOUND SEVERAL SAME OR SIMILAR INCIDENTS ON THE NHTSA WEB SITE. SINCE AT LEAST 1998, LINCOLN TOWN CARS, MERCURY GRAND MARQUIS' & CROWN VICTORIAS EXPERIENCES MANY COMPLAINTS. I SHOULD THINK THAT AFTER 6 YEARS, THE PROBLEM WOULD HAVE BEEN SOLVED. SILLY ME.

THE DEALER BLAMED IT ON DRIVER ERROR. AFTER REVIEWING ALL OF THE COMPLAINTS AND KNOWING WHAT HAPPENED IN MY OWN EXPERIENCE, I KNOW THAT AT LEAST MY INCIDENT WAS NOT DRIVER ERROR. IT IS ALSO UNLIKELY THAT ALL OF THE OTHER DRIVERS WERE WRONG.

WHAT IS THE FORD MOTOR COMPANY WAITING FOR?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-216 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

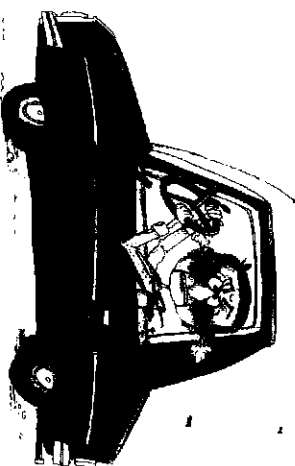
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT 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

[REDACTED]
Bay Shore, New York [REDACTED]
October 28, 2004

US Department Of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

Ladies and Gentlemen,

The following pages are documents regarding a safety defect in my 2004 Mercury Grand Marquis. Please block out all of my personal information before posting anything on your Web Site. Please do not make any of my personal information available to the general public by any other means.

Thank you for your consideration and cooperation.

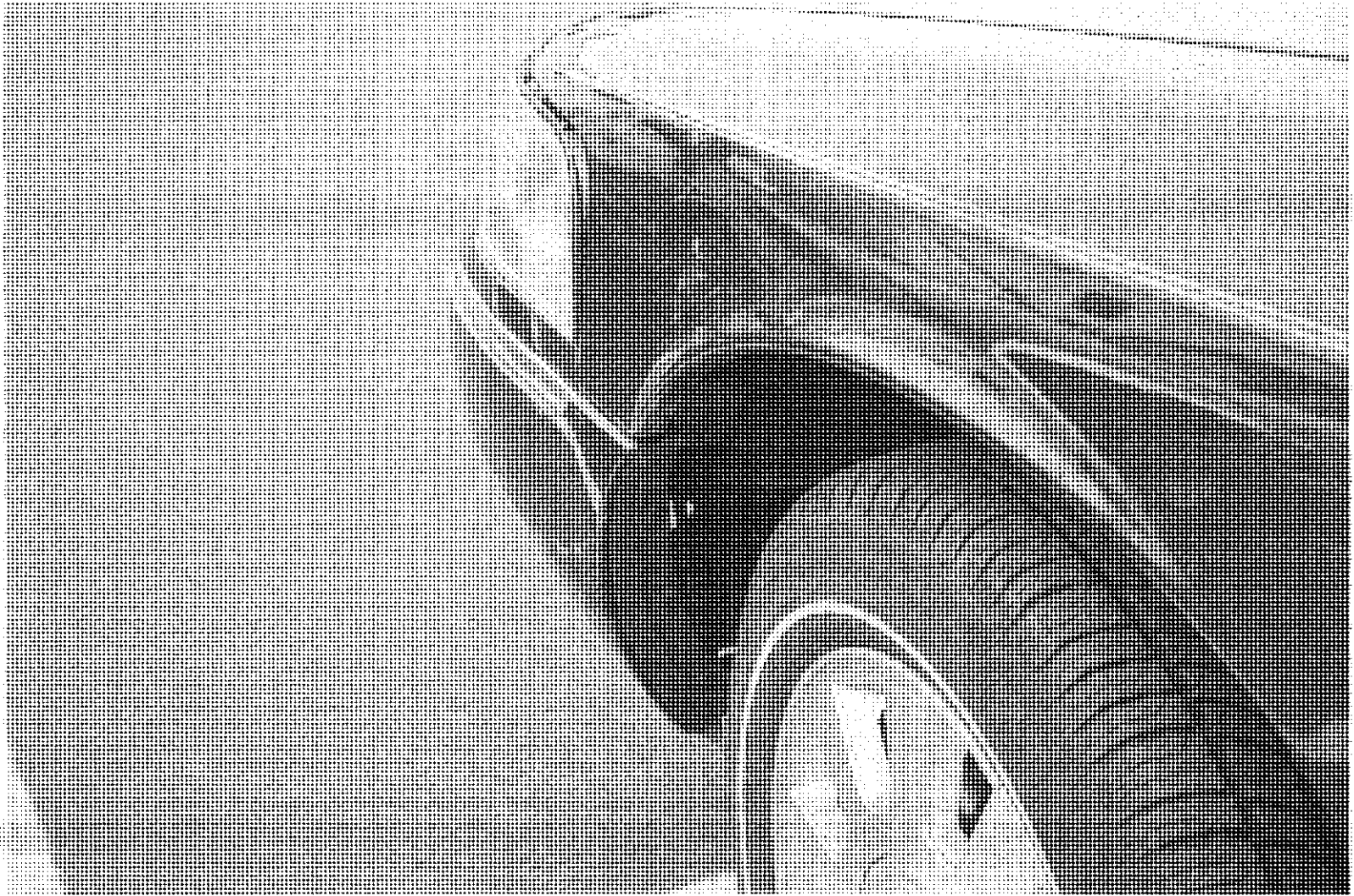
As for the defect in the vehicle, even though we were assured by the Service Manager at L&B Lincoln Mercury, that the car is fine, every time that my wife or I drive it, we fear for our safety and the safety of others that we share the road with. We are always waiting for the other shoe to drop. Since this problem has been reported since at least 1998, it is about time that The Ford Motor Company did something about it. Please refer to your own Web Site for documentation. Please review Lincoln Town Cars, Mercury Grand Marquis' and Ford Crown Victorias.

Thanks for your time and consideration.

Sincerely,
[REDACTED]









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).