



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 100248

Date Received

Repository

03-MAR-2005

Reference No.

2005 MAR 26 AM 7:55

10119321

OWNER INFORMATION (Type or Print)

Name

Address

City YORK

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Name

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 3/26/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of dashboard on driver's side

2MEFM74W1Y

Make

MERCURY

Model

GRAND MARQUIS

Model Year

2000

Date Purchased

Dealer's Name and Telephone Number

Cosper Motors

800-645-8753

Engine:

No. Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City

Hanover

State

PA

Zip Code

17331

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-09-2004
New

Failure Mileage

20,000

Failure Speed

2x 35
5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM19ABC038)

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

0

0

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).

VEHICLE WAS GOING ABOUT 35 MPH WHEN ALL OF A SUDDEN IT STARTED SHAKING, THEN, LOST ITS TRACTION CONTROL, AND CAUSED THE LIGHTS IN THE DASHBOARD TO TURN OFF. THIS EVENTUALLY LED THE ENGINE TO SHUT OFF, AND THE DRIVER LOST STEERING. TAKEN TO DEALER FOR A CHECKUP, BUT THE RESULTS SHOWED THAT THE CAUSE WAS UNDETERMINED. *AK

Dealer narrative attached - sent note to Dealer requesting that ^{Power} Brake, and Power Steering be added to complaint - No reply

Prior/post problem(s) occurred without power loss -

Vehicle speed of 35 mph - 5 mph on same date

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.

January 7, 2005

TO: Cooper Motors
Hanover, Pa 17331

Invoice # [REDACTED] \$131.04 check enclosed

Kindly issue a new bill with added problem discription,
that was not included on original invoice.

... car shuddered, followed by engine shut down resulting
in loss of power brakes and steering.

Thanks

[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).

January 7, 2005

TO: Cooper Motors
Hanover, Pa 17331

Invoice # MRCS30850 - \$131.04 check enclosed

Kindly issue a new bill with added problem discription,
that was not included on original invoice.

... car shuddered, followed by engine shut down resulting
in loss of power brakes and steering.

Thanks

Ron Ross

-Ron Ross