



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects 2005 MS
1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1987

Date Received

08-MAR-2005

Repository

Reference No.
10113617

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FAIR HAVEN State MI 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 3-1-05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located on bottom of windshield on driver's side: ZMELE76W5V7 [REDACTED] Make: MERCURY Model: MARQUIS Model Year: 1987
Date Purchased: _____ Dealer's Name and Telephone Number: _____ Engine: No. Cylinders: 8 Fuel Type: REGULAR UNLEADED
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Transmission Type: Automatic Manual Other _____ Powertrain: _____ Vehicle Component Code: 021640 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
 Antilock Brakes Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 07-MAR-2005 Failure Mileage: 100000 Failure Speed: 5 MPH Lower Ball Joint

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: DOTM18A8C036) 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).

COMPLAINT RECEIVED VIA E-MAIL. MY WIFE WAS DRIVING TODAY AROUND 70 MPH OR UNDER ON THE FREEWAY WHEN SHE TURNED A CORNER AND THE CAR FELL DOWN LOW WITH A CLING ON THE PASSENGERS SIDE. SHE HAD TO HAVE IT TOWED HOME. WHERE I AND THE TOW DRIVER SAW A MOST HORRIFYING SIGHT, THE BALL JOINT JUST CAME APART. THE BALL CAME RIGHT OUT OF THE SOCKET. THE SOCKET SHOULD HAVE BEEN CONSTRUCTED SO THE BALL, EVEN IF BADLY WORN WOULD NEVER LEAVE THE SOCKET. I WENT TODAY TO GET 4 BALL JOINT ASSEMBLIES FOR HER CAR, AND WHILE TALKING TO A CUSTOMER OF THE PROBLEM HE TOLD ME HIS DAUGHTER ALMOST HAD A BAD ACCIDENT WHEN HIS 1996 COUGARS BALL JOINT ASSEMBLY LET GO. I'M SPEAKING OF THE LOWER BALL JOINTS, ON THE PASSENGER SIDE. I HAVE THE BALL JOINT AND THE BOLTS ON THE CAR IF YOU NEED THEM. *AK

I FIXED THE DAMAGE WITH A NEW REPLACEMENT MYSELF, I DO NOT ALWAYS HAVE DONE REPAIRS MYSELF.

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.

COMPLAINT # 10113017
LAWRENCE A. GIBSON
97 MERCURY MARQUIS

