



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 100222

Date Received: 18-MAR-2005
Repository:
Reference No.: 10115218

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: PENSACOLA State: FL 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?
In the absence of an authorization, NHTSA will contact your name or address to the vehicle manufacturer.
 YES NO

Signature of Owner: [REDACTED] Date: 2/29/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2MEHM75W04[REDACTED]
Make: MERCURY Model: GRAND MARQUIS Model Year: 2004
Date Purchased: 01-03-04 Dealer's Name and Telephone Number: ASTAR Lincoln Mercury ISUZU
Original Owner: Dealer's City: State: Zip Code: 8
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: REAR WHEEL DRIVE
 Cruise Control Vehicle Component Code: 136000 VISIBILITY:WINDSHIELD WIPER/WASHER
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 07-MAR-2005 Failure Mileage: 156000 Failure Speed: 30-35mph

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: DOTM18ABC036) 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).

DURING A RAIN STORM WINDSHIELD WIPERS STOPPED WORKING. CONSUMER HAD TO PULL OFF OF THE ROAD. CONSUMER WAS ABLE TO GET THEM TO WORK INTERMITTENTLY, AND WISHED TO HAVE THE MANUFACTURER MAKE THE REPAIRS. *AK

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.

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).