

2005 APR 20 AM 8: 29

Mount Pocono PA.

Ford Motor Company
Customer Assistance Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, Michigan 48121

10119176

To Whom It May Concern,

I'm writing to inform you of a highly dangerous defect in our 2000 Grand Marquis (VIN # 2mefm75w8yx - 53,000 miles). In Dec. of 04 while parked with the ignition off, the headlights and interior lights blink on and off for several hours. I brought the vehicle into Ray Price Ford Dealership on 940 in Mount Pocono PA for repairs. Unfortunately they could not find any problems with the vehicle but changed the switch at a cost of \$180.00.

The problem persisted for a couple more days with the lights going on and off for several more days with no one in the car and no keys in the ignition. I then brought the car back to Ray Price and left the car for 10 days. The lights went on and off while it was in the shop but they could not find the cause.

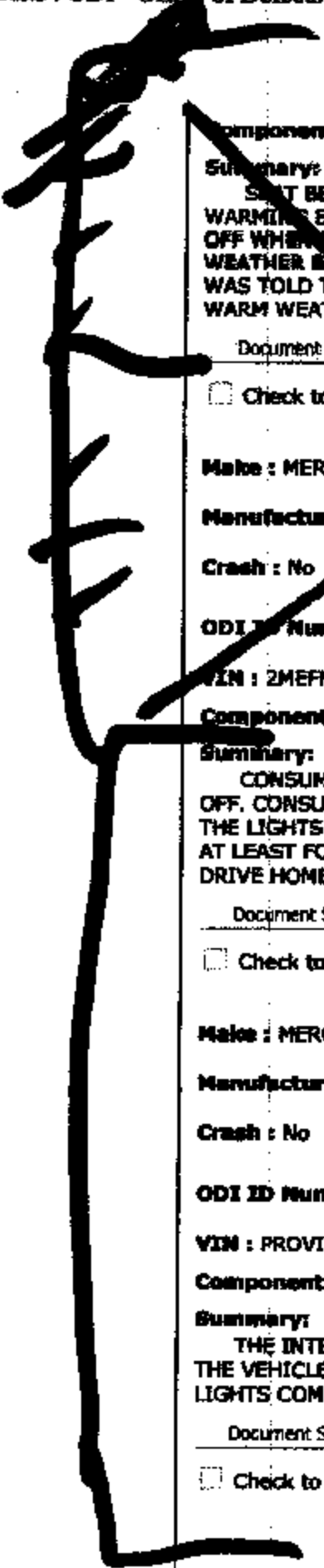
On March 19 at 1:20 AM, while traveling on the PA turnpike at 65 MPH, the headlights and dash lights went out leaving me in complete darkness. Fortunately, I was able to bring the car to a stop on the side of the road safely. After about 15 seconds the lights came back on. (I wonder how many other cars had this problem where the occupants crashed and died and the accident was attributed to the driver falling asleep at the wheel.) I would like to bring the car in for repairs, but I do not want to pay for parts and labor where the shop just changes parts with a process of trial and error and still not fix the problem.

1) I have done a little research and found other cars with the same problem as mine. Will Ford look into this dangerous situation and correct the problems?

Thank You

1) nhtsa National Highway Traffic Safety Association

NHTSA
EAF
4/25/05



Component: SEAT BELTS:FRONT:WARNING LIGHT/DEVICES

Summary:

SEAT BELT WARNING ALARM GOES OFF WHILE PARKED AND WARMING ENGINE. NO ONE IN CAR. PROGRAMMABLE NOT TO GO OFF WHEN SET. PROGRAM LOOSES MEMORY WHEN COOL WEATHER SET IN. HAS HAPPENED THE LAST THREE YEARS. WAS TOLD THIS IS NORMAL. WHY DOES IT NOT HAPPEN IN WARM WEATHER? AK

Document Search

Check to Request Research. Submit below.

Make : MERCURY Model : GRAND Year : 2000

MARQUIS

Manufacturer : FORD MOTOR COMPANY

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10103818 Date of Failure: December 13, 2004

VIN : 2MEFM75W4YX...

Component: EXTERIOR LIGHTING:HEADLIGHTS

Summary:

CONSUMER WAS DRIVING AT 55 MPH AND THE LIGHTS CUT OFF. CONSUMER STOPPED IN THE MIDDLE OF THE ROAD, AND THE LIGHTS CAME ON. THEY CONTINUED TO SHUT OFF AND ON AT LEAST FOUR MORE TIMES BEFORE THE CONSUMER COULD DRIVE HOME. *AK *TC

Document Search

Check to Request Research. Submit below.

Make : MERCURY Model : GRAND Year : 2000

MARQUIS

Manufacturer : FORD MOTOR COMPANY

Crash : No Fire : No Number of Injuries: 0

ODI ID Number : 10105427 Date of Failure: September 15, 2004

VIN : PROVIDE...

Component: ELECTRICAL SYSTEM

Summary:

THE INTERIOR LIGHTS COME ON WHEN THERE IS NO ONE IN THE VEHICLE AND NO KEY IS IN THE IGNITION. NO OTHER LIGHTS COME ON. *JB

Document Search

Check to Request Research. Submit below.

Model : GRAND

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Report Date : March 22, 2005 at 01:09 PM	New Search
SEARCH TYPE : VEHICLE	
YEAR : 2000	
Make : MERCURY	
Model : GRAND MARQUIS	
Type : PASSENGER CAR	Print Version

Results : 1 | All records displayed

Make : MERCURY	Model : GRAND MARQUIS	Year : 2000
Manufacturer : FORD MOTOR COMPANY		
Crash : No	Fire : No	Number of Injuries : 0
ODI ID Number : 10103818		Date of Failure: <u>December 13, 2004</u>
VIN : <u>2MEFM75W4YX</u>		
Component: EXTERIOR LIGHTING:HEADLIGHTS		

Summary:

CONSUMER WAS DRIVING AT 55 MPH AND THE LIGHTS CUT OFF. CONSUMER STOPPED IN THE MIDDLE OF THE ROAD, AND THE LIGHTS CAME ON. THEY CONTINUED TO SHUT OFF AND ON AT LEAST FOUR MORE TIMES BEFORE THE CONSUMER COULD DRIVE HOME.*AK *TC

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Jim Grant's Tech Tips

'99 Grand Marquis, Phantom Dome Lights

Q: I have a '99 Grand Marquis that the dome lights keep cycling on and off with the ignition off. Sometimes they will cycle on and slowly dim just like the ignition was turned off but will almost immediately pop back on. This can go on for hours. Any solutions?....Wayne



A: The interior lighting in your vehicle is controlled by a Lighting Control Module (LCM). The LCM has control over the 2 lighting functions provided in your vehicle, courtesy lighting and demand lighting, in addition it has a battery saver feature that will turn off these lights and the headlights if left on with the key off. Erratic light operation would indicate the possibility of switch problems, wiring or the LCM itself is defective. Diagnosis of LCM problems is performed the easiest with a computer scan tool that connects to the communication port for the LCM. The LCM can perform self-diagnosis and report any problems found to the scan tool in the form of a diagnostic trouble code that can guide a technician in diagnosing and repairing the system. If you think that maybe you'll try a used LCM from a salvage yard, there something you should know. LCM's are programmable, they may look the same but the program in the LCM may not match. The only way to program a LCM is once again with a scan tool. Your best bet, get your vehicle plugged in. It'll take the guess work out of the needed repairs.

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Office of Defects Investigation

Complaints - Search Results

4 Records Displayed.

*Same Car
Different NAME*

Report Date : **March 22, 2005 at 01:25 PM**
 SEARCH TYPE : VEHICLE
 YEAR : 2000
 Make : FORD
 Model : CROWN VICTORIA
 Type : ANY

Make : FORD **Model :** CROWN VICTORIA **Year :** 2000
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 748415 **Date of Failure:**
VIN : Not Available

Component: EXTERIOR LIGHTING:HEADLIGHTS

Summary:

THE FOLLOWING MODELS HAVE POORLY ADJUSTED OR DESIGNED OR TOO BRIGHT HEADLIGHTS CAUSING EXTREME GLARE AND ANNOYANCE TO OTHER DRIVERS. MODELS EXPEDITION, GRAND MARQUIS, CROWN VICTORIA, CONTOUR AND MYSTIQUE. THE GRAND MARQUIS AND CROWN VICTORIA ARE USUALLY MUCH WORSE DUE TO THE TENDANCY OF THESE CARS TO CARRY ADULTS IN THE BACK SEATS AND LUGGAGE LOWERING THE REAR AND RAISING THE FRONT MAKING THE HEADLIGHT MISADJUSTMENT WORSE.*AK

Make : FORD **Model :** CROWN VICTORIA **Year :** 2000
Manufacturer : FORD MOTOR COMPANY
Crash : No **Fire :** No **Number of Injuries:** 0
ODI ID Number : 8009280 **Date of Failure:**
VIN : Not Available

Component: EXTERIOR LIGHTING:HEADLIGHTS

Summary:

WHILE DRIVING AT NIGHT AND USING HEADLIGHTS, WITHOUT WARNING HEADLIGHTS WILL SHUT OFF AND ON.*AK

Make : FORD **Model :** CROWN VICTORIA **Year :** 2000
Manufacturer : FORD MOTOR COMPANY

Crash: No Fire: No

Number of Injuries: 0

ODI ID Number : 8013360

Date of Failure: June 11, 2002

VIN : 2FAPP74W5YX...

Component: EXTERIOR LIGHTING:HEADLIGHTS

Summary:

WHILE DRIVING HEADLIGHT WILL FLICKER ON AND OFF AND COULD CAUSE AN ACCIDENT. CAUSE UNKNOWN. DEALER NOTIFIED. *AK

Name : FORD Model : CROWN VICTORIA

Year : 2000

Manufacturer : FORD MOTOR COMPANY

Crash : No Fire : No

Number of Injuries: 0

ODI ID Number : 10115091

Date of Failure: March 13, 2005

VIN : Not Available

Component: EXTERIOR LIGHTING:HEADLIGHTS

Summary:

WHILE DRIVING AT NIGHT HEADLIGHTS FAILED FOR ABOUT TWO MINUTES. *AK