



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 100148

Date Received

205 SEP 22 AM 4:30
15-JUL-2005

Repository ☐

Reference No.
10128920

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WHITE BEAR LAKE State MN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an [REDACTED] provide your name or address to the vehicle manufacturer.

Signature of Owner [REDACTED] Date 7/29/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2N6LM7
Make MERCURY Model GRAND MARQUIS Model Year 1997

Date Purchased AUG 1997 Dealer's Name and Telephone Number WHITE BEAR LINCOLN MERCURY
Original Owner ☒ Dealer's City WHITE BEAR LAKE State MN Zip Code 55110
Engine: No. Cylinders 8 Fuel Type: Gas

Transmission Type AUTOMATIC ☐ Antilock Brakes ☒ Cruise Control Powertrain REAR WHEEL DRIVE
Vehicle Component Code 017600 STEERING LINKAGES: TIE ROD ASSEMBLY
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 30-JUN-2005 Failure Mileage 60000 Failure Speed 15 MPH Tie Rod DROPPED OFF

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: DOTM15ABC038) ☐ 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).

DT: CONTACT STATES THE TIE ROD ON THE DRIVERS SIDE OF 1997 GRAND MARQUIS FELL OFF JUST BEFORE MEMORIAL DAY. IT HAPPENED BECAUSE THERE WERE NO GREASE FITTINGS ON THE TIE RODS. THE CAR ONLY HAD 63,000 MILES ON IT. HE HAD NOT BEEN HAVING ANY PROBLEMS WITH THE CAR PRIOR TO THIS PROBLEM. HAD THEM BOTH REPLACED. HE WENT TO A MERCURY DEALER, AND THEY TOLD HIM THERE WAS NOTHING THEY COULD DO ABOUT IT. HE HAS NOT TALKED TO THE MANUFACTURER. *AK

This would NOT have happened if they had grease fitting in them.

T REPLACED BOTH OF THEM 59.80 + HAD TO HAVE WHEELS
LINED UP AT COST OF 52.00

5980
5200
Labor 11.80

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.

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

*This should have no happened at only 62,000 miles. All my other
Cams had over 100,000 miles with no trouble.*

*I put them in myself as they would charge me two hundred
dollars for labor*

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



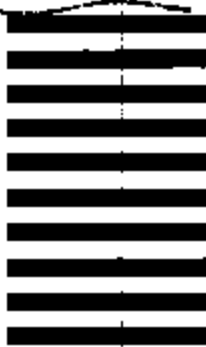
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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-DO

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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**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).**