



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 10014B

Date Received

2005 AUG 30 AM 3:34
28 JUL 2005

Repository

Reference No.
10130561

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City JACKSONVILLE State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

| | | | |
|--|---|--------------------------------|--|
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MELM75W [REDACTED] | Make MERCURY | Model GRAND MARQUIS | Model Year 1997 |
| Date Purchased 23-MAR-99 | Dealer's Name and Telephone Number AUTONATION USA - OUT OF BUSINESS | Engine: No. Cylinders 8 | Fuel Type: Diesel GAS |
| Original Owner <input type="checkbox"/> | Dealer's City JACKSONVILLE | State FL | Zip Code 32256 |
| Transmission Type AUTOMATIC | <input checked="" type="checkbox"/> AntiLock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain REAR WHEEL DRIVE | Vehicle Component Code 063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD |
| Multiple Failure: 2 | | | |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | | |
|---------------------------------|--------------------------|------------------------|--|
| Incident Date(s) 12-JUL-2005 | Failure Mileage 81000 | Failure Speed 50mph | CRACKED plastic manifold caused vehicle to begin steaming and run hot. |
|---------------------------------|--------------------------|------------------------|--|

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

| | | |
|----------------------------------|--|--------------------------------|
| Tire Make | Tire Model (Name or Number) | Tire Size (Example P215/B5R15) |
| DOT No. (Example: DOTM4L8ABC036) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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, including, if possible, crashes and injuries.)

| | | | | |
|--|---|---------------------------|------------------|-------------------------|
| Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police Y |
|--|---|---------------------------|------------------|-------------------------|

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):

OT: THE CONSUMER OWNED A 1997 MERCURY GRAND MARQUIS THE PLASTIC INTAKE MANIFOLD WAS CRACKED. THE VEHICLE RAN HOT, THAT WAS HOW SHE FOUND OUT THERE WAS A PROBLEM. ALSO THERE WAS SMOKING. THEY STOPPED AND ADDED ANTIFREEZE. THE SERVICE ENGINE LIGHT CAME ON, AND THE TEMPERATURE GAUGE WENT ALL THE WAY TO HOT. CONSUMER WAS OUT OF TOWN AND SHE HAD TO FIND A LOCAL MECHANIC, THERE WERE NO DEALERSHIPS NEARBY. THE VEHICLE HAD TO BE DRIVEN, AND THEN STOPPED TO COOL AND ADD WATER. THERE WERE NO TOW TRUCKS IN THE AREA THE VEHICLE WAS FIXED. IT WAS REPLACED WITH A METAL INTAKE MANIFOLD. THEY CALLED A TOW TRUCK AND THE POLICE RESPONDED. ALSO, CONSUMED STATES SHORTLY AFTER PURCHASE OF VEHICLE BOTH THE FRONT WINDOWS NEEDED NEW MOTORS. *AK

Include, if available, Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (5 U.S.C. 552) provides that 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.

No. 1997 Money 7/12/05
Received from [Redacted]
Alt. E Intake
Time Based Pay [Redacted] 00 Dollars
For _____
\$ _____

C