



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

Repository

2005 SEP 02-AUG-2006 5:57

Reference No.
10131115

OWNER INFORMATION (Type or Print)

Name

Address

City PENNISACOLA

State FL

Zip Code

Daytime Telephone Number

E-mail Address

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 8 / 19 05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2MEFM75W24X

Make

MERCURY

Mercury

Model

GRAND MARQUIS

Grand Marquis

Model Year

2004

2004

Date Purchased
28-AUG-04

Dealer's Name and Telephone Number
Robinson Brothers 251-476-8174

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

Dealer's City
Mobile AL

State

AL 36605

Zip Code

4.6 fuel injected

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
UNKNOWN

Vehicle Component Code

181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failure: 1 Speed Control/Brake/Steering

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
30-JUL-2005

Failure Mileage
27500
28,071

Failure Speed
0-Making

U-turn

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: DOTMALSABC038)

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

1

Number of Deaths

0

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). **Car not repaired; awaiting inspection**

DT: THE ACCELERATOR TOOK OFF AND THE BRAKES WOULD STOP FOR HOLD IT, GETTING READY TO CONTACT FORD. WHILE BEING IN A PARKING LOT TO PUT AIR IN THE TIRES VEHICLE JUST TOOK OFF CRASHED INTO A BUILDING. THIS HAPPENED JULY 30, 2005. *AK

PLEASE REFER TO ATTACHED NARRATIVE SHEETS.

ADDITIONAL DOCUMENTATION (PHOTOS, FLORIDA HIGHWAY PATROL REPORT, APPRAISAL FOR REPAIRS ESTIMATE) SENT UNDER SEPARATE COVER.

Include, if available: Police/Fine 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.

VIN: 2MEFM75W24X [REDACTED]
2004 Mercury Grand Marquis

Owners: [REDACTED] [REDACTED]

[REDACTED] Pensacola FL [REDACTED]

DATE OF CRASH: Saturday - July 30, 2005 - 9:30 A.M.

LOCATION: 1802 Creighton Road - Pensacola FL 32514

While enroute to Mall to finish shopping for school clothes for our three foster care sons (ages 13, 15 & 13), driving our 2004 Mercury Grand Marquis, we entered the parking lot of convenience store (Tom Thumb chain) to put air in our left front tire. Hope was driving the auto; Gene was passenger and three foster care boys were in backseat. We had our seatbelts and shoulder harness on/activated.

We entered parking lot, drove slowly past the gasoline pumps and found the air compressor on west side of building. We made a U-turn; with right foot on brake pedal, Hope executed the U-turn slowly in parking lot, and as the car came out of U-turn (steering right to execute U-turn), the car suddenly, without warning, uncontrollably raced forward. The steering would not work, the brake pedal was depressed all way down with no braking results - car was totally out of control - car accelerated over a concrete curb barrier and crashed into building. Thankfully, the building stopped the car instead of the gasoline pumps 20 feet away. The building construction is cinder block covered in stucco and no one in building was injured.

A lady pumping gas in her vehicle rushed over to assist. The motor was continuing to "rev" at full speed - grinding into wall of building. Gene was able to get the car in PARK and switched off the ignition. He released his seat belt/shoulder harness and exited the vehicle's passenger side and rushed around the car to try and open the driver's door; it was jammed shut. Meanwhile, Hope was still gripping steering wheel with both hands and yelling for boys to get out of car. The lady got in on passenger side of front seat and insisted that Hope keep foot on the brake pedal - she kept repeating these instructions as she said she was afraid that if Hope removed foot, the airbags might deploy. Hope's seat belt/shoulder harness was released. Lady assisted Gene in getting driver's door pried open. She continued to insist that Hope's foot remain on brake pedal. Ambulance was summoned. Hope was assisted in slowly inching over to the open door on driver's side; lady instructed Hope to avert her face (to avoid injury in the event that airbags deploy) and slowly move toward exit of car on driver's side. Once Hope was situated toward open driver's door as much as possible, Hope moved right foot off brake pedal. Airbags did not deploy. Hope's left leg had been thrust forward and was bruised and bleeding. Pain in left shoulder and neck and head - extremely dizzy.

Florida Highway Patrol trooper arrived and questioned all occupants and the lady that assisted and made Incident Report (FHP #: FHPA050FF [REDACTED] Investigating Trooper: M.M. Faircloth.

Hope was taken by ambulance to ER at Sacred Heart Hospital in Pensacola, FL. Neighbors, Tim

and Rachel Gosnell, had been summoned by phone and they had arrived at crash scene to assist. Rachel rode in ambulance with Hope to ER. Tim remained with Gene and three foster care sons at scene until tow truck arrived. When tow truck driver exited his truck, he announced: "Well, another one of those cars where the accelerator pedal sticks!" His name: Donald Culbreth from SAM'S Auto Center, 420 Airport Blvd, Pensacola FL PHONE: 850-478-0762.

We believe that the lady who assisted at scene gave name of [REDACTED] copy of Report should list her name, phone, address. We looked in phone directory and found listing for Gary and [REDACTED] address: [REDACTED], Pensacola FL (this address is a few blocks from crash scene) - phone: [REDACTED] Hope remembers that she was wearing a pink blouse and had shoulder length blonde hair.

Tim brought Gene and boys to hospital. Rachel had remained in ER with Hope. ER physician explained that the shoulder harness damaged the shoulder and neck. Hope was injected with a medication - ER physician explained that it would prevent muscle spasms for awhile. It did help for awhile but once it wore off, the pain was pretty intense. As instructed, Hope followed up with visit to primary care physician, Dr. Donald Blackmon - phone: 850-471-2121. Dr. Blackmon had X-ray of neck made and prescribed physical therapy, which is ongoing - for the muscle strain and resulting pain in shoulder and neck and the bad headaches. ER Physician was correct, Hope felt like she was bruised from head to foot.

We have gone on the NHTSA.gov website. Have printed out 13 pages of complaints which have been posted for 2004 Mercury Grand Marquis - 26 complaints about 2004 Mercury Grand Marquis. 15 of those complaints center around the accelerator pedal - there have been other crashes - one two days after our crash. Crash into building; two different crashes occurred in consumers' garages, etc. Hope has spoken with NHTSA and requested a defect investigation be accomplished. Our complaint named the accelerator pedal, airbags, steering and brake as being defective. NHTSA has forwarded form for our completion. The NHTSA website's ODI ID number(s) for our complaints: 10131514 and 10131115 - VIN: 2MEFM75W24X[REDACTED]

From the list which we printed out, we made a chart. ALL 26 VIN's indicate that ALL 26 cars had been assembled at the "X" assembly plant (St. Thomas, Talbotville, Ontario assembly plant); all 26 VIN's indicate that all vehicles engine are the same "W" and 21 of the 26 have the same "F" brake system.

We had purchased this vehicle right off the showroom floor on August 28, 2004 - a PRE-CERTIFIED vehicle - which means that Ford technicians had conducted a 115 point inspection. We have all the paperwork to verify. We had purchased the Ford Extended Warranty Service for a cost of \$1090.00. Car was purchased at Robinson Brothers Lincoln Mercury dealership in Mobile, AL. We have spoken with Mr. Billy Robinson and asked his assistance in dealing with FORD. We contacted Ford and to date, no response, other than one follow-up call to see if "Ford Legal Dept." has contacted us.

We went to SAM'S Auto Center on Monday, August 1, 2005, and made 24 photographs of exterior and interior of auto. We made photos of brake and accelerator pedals. Floor mat curves away from pedals. One photo shows Hope's right foot on brake pedal. We went to SAM's Auto Center on Monday, August 8, 2005, and made a video of car up on rack. Larry, a former Ford

mechanic or so he says, works at SAM'S. He stated that "...cannot find anything wrong..." He wanted to defend Ford - until we told him about the other 26 NHTSA complaints. We had the car towed away from there on August 16, 2005. The car is currently on the back lot at a dealership - Mr. Ted Ciano's SUV Center. He has two dealerships (independents) here in Pensacola - no affiliation with any manufacturer. [REDACTED] is a former FORD dealer of 33 years. He is neighbor to an acquaintance of ours - [REDACTED] who is a GAL (Guardian Ad Litem) advocate for one of our foster car boys. [REDACTED] is allowing the car to be stored on his lot at no fee to us. His phone: [REDACTED] Pensacola FL [REDACTED]. We do not want it repaired UNTIL a neutral evaluation is performed. We never intend to drive it again. As we asked NHTSA, how many crashes/incidents has to occur before a fatality or horrible injury occurs - we consider the car dangerous and don't want to see some unsuspecting individual or family hurt.

Our ANPAC (American National Property & Casualty Co.) insurance claims adjustor, originally Mr. David Zink (800-333-2861, XTN 2714). We have had to request assistance from his supervisor, Mr. Eric Austin. Appraiser: Ms. Kathan Smith of PDA (Property Damage Appraisers) in Pensacola area - phone: 850-587-3658, Fax: 850-587-3269, 587-2549 - Cell phone: 850-982-9957. Her appraisal totaled \$4920.75 - which included wheel replacement and two hours to frame/rack setup for car and 3 hours for Unibody pull - plus numerous other damages. Don't know extent of damage that cannot be seen.

Detective/Investigator Fitzsimmons with Florida Insurance Fraud Bureau - (she was formerly with the Escambia County Sheriff Office) - she told Hope that the ECSO had encountered problems with the Ford Crown Victoria and the Ford Taurus - coming out of turns, accelerator would do the same thing as our car.

Gene and Tim noted that when the tow truck driver backed the car back over the concrete curb/barrier - a loud POP occurred. Transmission? According to PDA Appraisal/Report, car has 28,071 miles on odometer.

We need assistance in having the car evaluated by a professional. FORD Motor Company should be held accountable. We have paperwork/photos/verification for all documentation mentioned above.

[REDACTED]

[REDACTED]

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

Please refer to Enclosed Narrative Sheets.

Additional information/documentation mailed under separate cover.

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



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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM

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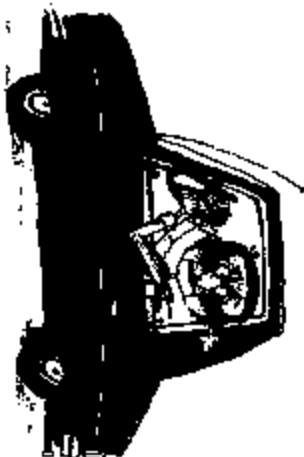
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