



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

2005

FOR AGENCY USE ONLY 100148

Date Received
AUG 30 AM 5:00
02-AUG-2006

Repository

Reference No.
10131115

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: PENSACOLA State: FL Zip Code: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an [Redacted] provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 8/19/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2MEFM75W24N613518
Make: MERCURY Model: GRAND MARQUIS Model Year: 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: [Redacted] State: [Redacted] Zip Code: [Redacted]
4.6 fuel injected
Transmission Type: AUTOMATIC
 Antilock Brakes
 Cruise Control
Powertrain: UNKNDWN
Vehicle Component Code: 181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL
Multiple Failure: 1 - 3: Accelerator, Brake, Steering

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 30-JUL-2006
Failure Mileage: 27500
Failure Speed: 0-Making U-turn
28071

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment: Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident, 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): Car not repaired; awaiting inspection.
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).

NOTE: DT: THE ACCELERATOR TOOK OFF AND THE BRAKES WOULD STOP IT OR 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.

Include, if available, Police/Tire 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)

PLEASE REFER TO ATTACHED NARRATIVE SHEETS.

PHOTOS, FLORIDA HIGHWAY PATROL REPORT, APPRAISER'S ESTIMATE FOR REPAIR ALSO ATTACHED.

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

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FIRST CLASS PERMIT NO 78178 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

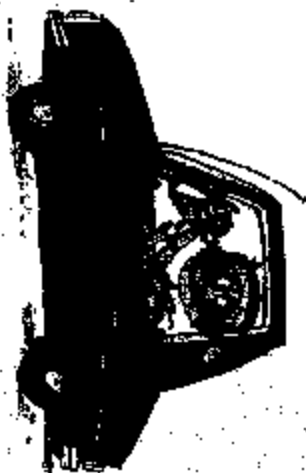
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
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www.nhtsa.dot.gov/hotline



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Traffic Safety
Administration

400 Seventh Street, S.W.
Washington, D.C. 20590

NVS-216 asj

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez
Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

VIN: 2MEFM75W [REDACTED]
 2004 Mercury Grand Marquis

Owners: [REDACTED]

PHONE: [REDACTED] or
 [REDACTED] cellular

[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. [REDACTED] was driving the auto [REDACTED] 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 [REDACTED] 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. [REDACTED] 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 [REDACTED] 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 [REDACTED] 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. [REDACTED] seat belt/shoulder harness was released. Lady assisted [REDACTED] in getting driver's door pried open. She continued to insist that [REDACTED] foot remain on brake pedal. Ambulance was summoned. [REDACTED] was assisted in slowly inching over to the open door on driver's side; lady instructed [REDACTED] 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 [REDACTED] was situated toward open driver's door as much as possible [REDACTED] moved right foot off brake pedal. Airbags did not deploy. [REDACTED]'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 # [REDACTED]) Investigating Trooper: M.M. Faircloth.

[REDACTED] was taken by ambulance to ER at Sacred Heart Hospital in Pensacola, FL. Neighbors, [REDACTED]

and [REDACTED] had been summoned by phone and they had arrived at crash scene to assist. [REDACTED] rode in ambulance with [REDACTED] to ER. [REDACTED] remained with [REDACTED] 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 [REDACTED] from SAM'S Auto Center, 420 Airport Blvd, Pensacola FL. PHONE [REDACTED]

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 [REDACTED] and [REDACTED] address [REDACTED], Pensacola FL (this address is a few blocks from crash scene) - phone [REDACTED]. [REDACTED] remembers that she was wearing a pink blouse and had shoulder length blonde hair.

[REDACTED] brought [REDACTED] and boys to hospital. [REDACTED] had remained in ER with [REDACTED] ER physician explained that the shoulder harness damaged the shoulder and neck. [REDACTED] 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 [REDACTED] followed up with visit to primary care physician [REDACTED] phone: [REDACTED] 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. [REDACTED] 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: 2MEBM75 [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 [REDACTED] 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. Mr. Ciano is a former FORD dealer of 33 years. He is neighbor to an acquaintance of ours - Mr. Snooks who is a GAL (Guardian Ad Litem) advocate for one of our foster car boys. Mr. Ciano 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 - Call 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 [REDACTED] 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.

[REDACTED] and [REDACTED] 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.