



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

12-MAY-2006

Reference No.
10157406

OWNER INFORMATION (Type or Print)

Name

Address

City WOODSVILLE

State NH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
2M1HM75W05X

Make
MERCURY

Model
GRAND MARQUIS

Model Year
2005

Date Purchased
01-OCT-04

Dealer's Name and Telephone Number
CAPITOL MERCURY 802-479-0586

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner

Dealer's City
ESSEX JUNCTION

State
VT

Zip Code
05452

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
341000 COMMUNICATIONS:HORN ASSEMBLY

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-MAY-2006

Failure Mileage
13000

Failure Speed

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: DOTM19ABC036)

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

Fire

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*: THE CONTACT STATED THE HORN ONLY SOUNDED WITH EXTREME PRESSURE BEING APPLIED TO THE RIGHT SIDE OF THE STEERING WHEEL. THE HORN DID NOT SOUND WHEN ANY OTHER AREA OF THE STEERING WHEEL WAS DEPRESSED. THE VEHICLE WAS TAKEN TO THE SERVICE DEALER WHO DETERMINED THE HORN WAS NOT WORKING PROPERLY, BUT COULD NOT DETERMINE HOW TO REMEDY THE PROBLEM WITHOUT POSSIBLY CAUSING THE AIRBAG TO DEPLOY. THE ONLY WORK COMPLETED BY THE DEALER WAS AN ATTEMPT TO REMOVE THE STEERING WHEEL COVER TO INSPECT THE HORN CONNECTION. THIS RESULTED IN THE HORN SOUNDING CONTINUOUSLY; THEREFORE THE DEALER DISCONNECTED IT COMPLETELY. THE DEALER, WHO WAS A FORD DEALER, RECOMMENDED TAKING THE VEHICLE TO A MERCURY DEALER FOR FURTHER INSPECTION. THE MANUFACTURER HAS NOT BEEN CONTACTED.

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)

The horn has been repaired. The Mercury dealer in Vermont was able to repair horn. Capital Motors Casey Junction Vermont 05452.

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

WHITE RIVER JUNCTION
VT 050 11
22 MAY 2006 PM

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-210
400 7th Street, SW
Washington, DC 20590

