



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

02-OCT-2006

Repository

Reference No.

10169721

OWNER INFORMATION (Type or Print)

Name

Address

City

SILVER SPRING

State

MD

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  
 2MEFM74W \_\_\_\_\_ Make MERCURY Model GRAND MARQUIS Model Year 2006

Date Purchased  
 17-AUG-06

Dealer's Name and Telephone Number  
 Safford Lincoln Mercury 301-890-3900

Engine:  
 No: Cylinders

Fuel Type:  
 Gas

Original Owner

Dealer's City  
 Silver Spring MD

State  
 MD

Zip Code  
 20904

Transmission Type  
 AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain  
 REAR WHEEL DRIVE

Vehicle Component Code  
 180000 VEHICLE SPEED CONTROL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
 28-SEP-2006

Failure Mileage  
 721

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  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\*: THE CONTACT STATED WHILE NORMALLY APPLYING THE BRAKES, THE VEHICLE LURCHED FORWARD SUDDENLY, REQUIRING EXTREME PRESSURE ON THE BRAKE PEDAL TO STOP THE VEHICLE. IT WAS TAKEN TO A SERVICE DEALER, WHO WAS UNABLE TO DETERMINE THE PROBLEM.

*You did not describe the first incident that occurred 1/2 weeks after the purchase of the car. This is reported to be the most serious and dangerous. The one stated happened twice after 2 week intervals. Not only did the vehicle lurch but the engine raced furiously. See back for description of the first incident.*

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)**

While exiting a shopping center, easing to the red light at the exit, the motor began to race furiously, jerking the car forward, propelling it into the crosswalk. Applying the brakes did nothing. The motor raced even more furiously and propelled the car into the street. Only by shutting the car off did it stop. If anyone had been in the crosswalk they would have been hit and if a car had been traveling the wrong way, we would have been hit. The second incident you described (omitting the racing engine in your description) happened two weeks later and again two weeks after that. The service dept. claims they can find nothing wrong. "Unable to duplicate". It cannot be duplicated it is a fluke. It just happens.

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

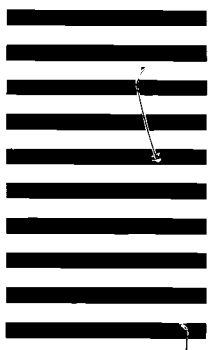


NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

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



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQI)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



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).