



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 **03-NOV-2006** Repository
03-NOV-2006 8:40
Reference No. 10172520

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City **MANSFIELD** State **OH** 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 [Redacted] Date **11/31/2006**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side **2MEHM75V26** [Redacted]
Make **MERCURY** Model **GRAND MARQUIS** Model Year **2006**
Date Purchased **19-APR-06** Dealer's Name and Telephone number **WHITEY'S LINCOLN-MERCURY 800-762-8824** Engine: No: Cylinders **8** Fuel type: **Gas**
Original Owner Dealer's City **MANSFIELD, OHIO** State **OHIO** Zip Code **44906**
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) **05-AUG-2006** Failure Mileage **3200** Failure Speed **30**

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) 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(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No File Yes No Number of Persons Injured **0** Number of Deaths **0** 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 WHEN ENTERING AN OFF RAMP AT 30 MPH AND BRAKING INTO THE TURN, THE VEHICLE BEGAN TO ACCELERATE WITHOUT WARNING. EXTREME PRESSURE TO THE BRAKE PEDAL WAS APPLIED TO SLOW AND FINALLY STOP THE VEHICLE. A MOMENT AFTER STOPPING THE VEHICLE, THE ENGINE SLOWED AND BEGAN TO OPERATE NORMALLY. WHEN TAKEN TO THE SERVICE DEALER, THE PROBLEM COULD NOT BE RECREATED OR IDENTIFIED. THE MANUFACTURER WAS NOTIFIED.

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 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.

November 13, 2006

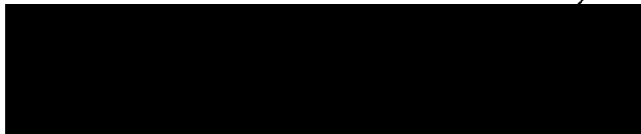
U.S. Department of Transportation
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Dear Sir or Madam,

I mailed the attached letter to William Clay Ford, Jr. on Aug 15, 2006. I received the attached "Form Letter" from Ford, dated Aug. 17, 2006; in the U.S. Mail on August 20, 2006. This is the only correspondence that I have received from the Ford Motor Company regarding the malfunction that I experienced.

Thank you for your assistance in this matter.

Sincerely,

A large black rectangular redaction box covers the signature area. A small handwritten mark, possibly a checkmark or the letter 'L', is visible at the top right corner of the redacted area.

[REDACTED]
Mansfield, Ohio [REDACTED]
August 15, 2006

William Clay Ford, Jr.
Chairman of the Board and C.E.O.
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Dear Mr. Ford,

I would like to share with you an unpleasant experience I recently had with my brand new 2006 Mercury Grand Marquis LS, which I took delivery of on April 19, 2006 at Whitey's Lincoln Mercury in Mansfield, Ohio.

On Saturday August 5th 2006 I was driving from Mansfield, Ohio to a family function in Canton, Ohio. I took U.S. Route 30 East and exited at State Route 241. As I proceeded down the exit ramp I applied the brake and the car decelerated in a very routine and controlled manner, however, three quarters of the way down the exit ramp the engine suddenly began to race and the vehicle began to accelerate on its own. This prompted me to bear down even harder on the brake pedal and the car came to a screeching halt after overshooting the stop sign, at the end of the exit ramp, by one half car length. I was very fortunate that no vehicle was stopped in front of me, and that there was no cross traffic, otherwise I would most definitely been involved in an accident. After gathering my thoughts and assessing the situation I decided to proceed on my journey. (No further incidents of a similar nature have occurred since.)

When I reached my destination in Canton I called the dealership around 9 AM. I spoke to Ed Smith, who sold me the vehicle, and requested that he connect me with the service department, however, he told me that they no longer have Saturday service hours and that I should call back Monday August 7th. On Monday Aug 7th when I was able to speak to the service department I was told that they were all booked up, and the earliest that they could see me would be Friday August 11th. I was finally able to persuade them to give me an earlier appointment due to my safety concerns and they moved up the appointment to Wed August 9th.

On Wednesday August 9th I dropped my car off at 7:25 AM. The dealership had my car all day Wednesday and Thursday. I was informed that they could not find anything wrong with the car. They stated that the likely cause was: As I was braking the vehicle I was hitting the brake and the accelerator pedal at the same time; I informed them that this was absolutely not the case. They then said that the floor mat in the car could have caused the problem, I further informed them that the floor mat was not interfering with the gas or brake pedal when this incident occurred.

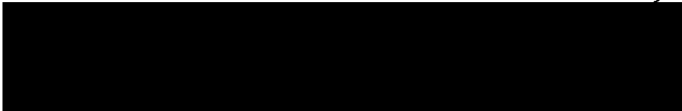
I purchased my first Grand Marquis LS in 1985 and put 138,000 miles on it, I purch-

ased my second in 1997 and put 95,000 on it. The 2006 is the 3rd Grand Marquis LS that I have owned. I have always been happy with the performance, reliability and safety of this vehicle. However, the incident on Saturday August 5th has shaken my confidence in my new Grand Marquis. It only has 3,200 miles on it and I wonder each time I get behind the wheel whether or not it is going to start accelerating on its own, and whether or not I will escape having an accident and injury. The dealership said that the car is fine, however, I believe that it's not fine, they just can't figure out what caused the August 5th malfunction to occur.

The purpose of my letter is to make you aware of my problem with the hope that you will pass my letter along to someone in your engineering department who can investigate the cause of this malfunction; and what needs to be done to correct it from occurring again. I was very fortunate to have avoided injury during the first incident, I fear that I might not be as fortunate if the car acts in a similar nature again.

I appreciate the time you have taken to read this letter and I look forward to receiving a response. Thank you.

Sincerely,

A large black rectangular redaction box covering the signature area.



August 17, 2006

[REDACTED]
Mansfield OH [REDACTED]

Re: Correspondence to Ford Motor Company

Dear [REDACTED]

This letter is to acknowledge receipt of your correspondence. Thank you for your interest in our company. Your correspondence will be forwarded to the appropriate division within Ford Motor Company for handling.

Ford Motor Company

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).