

U.S. Department  
of TransportationNational 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

22 15-MAR-2007

Repository Reference No.  
10185173**OWNER INFORMATION (Type or Print)**

Name

Address

City

State

NY

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 1 / 1 /

**VEHICLE INFORMATION**

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

2MEFM75W7Y

Make

MERCURY

Model

GRAND MARQUIS

Model Year

2000

Date Purchased

11/30/03

Dealer's Name and Telephone Number

Green's Blvd. Line  
Mercury Inc 718 657-8888

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City

N.Y.C.

State

ny

Zip Code

11431

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)

01-SEP-2006

Failure Mileage

35000

Failure Speed

5

**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 the incident, including any crash(es) and injury(ies).)

Crash

 Yes  No

Fire

 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).

TL\* THE CONTACT OWNS A 2000 MERCURY GRAND MARQUIS. WHILE DRIVING AT VARIOUS SPEEDS BETWEEN 5 AND 10 MPH THE VEHICLE ACCELERATED ON ITS OWN AND THE BRAKES WOULD NOT STOP THE VEHICLE. TO STOP THE VEHICLE, THE CONTACT HAD TO PUT THE VEHICLE IN NEUTRAL. THE FAILURE MILEAGE WAS 35,000. THERE WERE NO WARNING INDICATOR LIGHTS ILLUMINATED. THE CURRENT MILEAGE WAS 37,000.

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.

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

On or about 9/10/06 my car with my foot on the brake & secure. Then I put  
the car in reverse - it took off - I applied the brake but the car kept on moving  
I put the car in neutral then it stopped. Luckily there was no one  
in front of the car. EARLIER THIS YEAR I drove my nephews  
5000 Ford windstar & the same thing happened. This time it was in the  
garage & I put the car in reverse & it took off I kept braking  
the car & it didnt stop. The car finally stopped I put the  
car in drive so to straighten it out so I could back out  
& the same thing happened. It hit the garage wall & damaged  
the front end

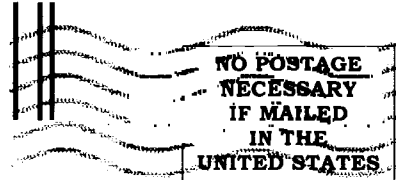
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DOT  
NATIONAL HIGHWAY  
TRAFFIC SAFETY ADM  
400 7TH ST SW  
WASHINGTON DC 20590

OFFICIAL BUSINESS

QUEENS NY 113

07 MAY 2007 PM 5 L



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
OFFICE OF DEFECTS INVESTIGATION, NVS-210  
400 7TH ST SW  
WASHINGTON DC 20077-8214



**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**



www.nhtsa.gov  
Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration