



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 ☐

02-JAN-2008

Reference No.

10213390

2008 FEB 25 PM 2: 57

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City BEDFORD

State VA

Zip Code [REDACTED]

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 a [REDACTED] provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 2/13/08

VEHICLE INFORMATION

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

Make

MERCURY

Model

GRAND MARQUIS

Model Year

1997

Date Purchased
01-FEB-04

Dealer's Name and Telephone Number
PONTIAC Midpoint

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner
☐

Dealer's City
ROCKY MOUNT

State
VA

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
180000 VEHICLE SPEED CONTROL

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
17-SEP-2007

Failure Mileage
100000

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

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 1997 MERCURY GRAND MARQUIS. THE CONTACT RECEIVED A RECALL NOTICE IN SEPTEMBER FOR THE VEHICLE SPEED CONTROL CONTROL. WHEN THE DEALER DISCONNECTED THE DEACTIVATION SWITCH, THEY ALSO DISCONNECTED THE HORN. THE DEALER STATED THAT THE FEE TO RECONNECT THE HORN WAS \$45.00; HOWEVER, THE DEALER DIDN'T REQUIRE THE CONTACT TO PAY THE FEE. FORD IS UNABLE TO GIVE THEM A DATE WHEN THE PARTS FOR THE VEHICLE SPEED CONTROL WILL BE AVAILABLE. THE FAILURE MILEAGE WAS 90,000, AND THE CURRENT MILEAGE WAS 100,000.

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 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.