



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 ☐

05-FEB-2008

Reference No.

10217012

2008 MAR 11 AM 7:38

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Evening Telephone Number [REDACTED]
City SIERRA VISTA State AZ Zip Code [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 authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 2-26-08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2MELM75W1V [REDACTED] Make MERCURY Model GRAND MARQUIS Model Year 1997

Date Purchased Dealer's Name and Telephone Number MERCURY DEALER Engine: No: Cylinders 8 Fuel Type: Gas

Original Owner ☒ Dealer's City MUSKEGON State MI Zip Code

Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain UNKNOWN Vehicle Component Code 180000 VEHICLE SPEED CONTROL Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-AUG-2007 Failure Mileage Failure Speed 0

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 FORD SAFETY RECALL NOTICE FOR THE VEHICLE SPEED CONTROL IN AUGUST OF 2007. THE SPEED CONTROL SWITCH WAS DISCONNECTED AT THAT TIME. HE SPOKE WITH THE DEALER TWICE, BUT THE PART WAS STILL UNAVAILABLE. THERE HAD BEEN NO FAILURE TO DATE. THE PURCHASE DATE, POWERTRAIN, AND RECALL NUMBER WERE UNKNOWN. THE CURRENT MILEAGE WAS 46,000. I FILED A COMPLAINT IN AUG, 07, WITH FORD MOTOR CO ON OUR TRAVEL VAN ABOUT THE SPEED CONTROL. I ALSO INCLUDED THIS VEHICLE. I WAS TOLD THE PART WOULD BE AVAILABLE IN 30 DAYS. THE DEALER TOLD ME 90 DAYS. I CALLED FORD MOTOR CO. ON 1-22-8 AND WAS TOLD TO EXPECT THE PART IN EARLY FEB I STILL HAVE NOT HEARD FROM THEM. AGAIN, LIKE THE VAN, WE RELY ON THE SPEED CONTROL FOR SPEED. I NEED

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.