



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-MAR-2008

2008 APR 11 PM 2:16

Reference No.

10220131

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City KANSAS CITY State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
 In the absence of a signature, please print the name or address to the vehicle manufacturer. YES NO
 Signature of Owner [REDACTED] Date 5/27/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
 2MELM75W5V [REDACTED] Make MERCURY Model GRAND MARQUIS Model Year 1997
 Date Purchased 20-OCT-97 Dealer's Name and Telephone Number Engine: No: Cylinders 8 Fuel Type: Gas
 Original Owner Dealer's City: State Zip Code
 Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE
 Vehicle Component Code 185000 VEHICLE SPEED CONTROL:CRUISE CONTROL
 Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-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 RECALL NOTICE FOR THE VEHICLE SPEED CONTROL: CRUISE CONTROL IN AUGUST OF 2007. HE IMMEDIATELY SCHEDULED AN APPOINTMENT TO HAVE THE VEHICLE REPAIRED. THE DEALER STATED THAT THE PARTS WOULD BE UNAVAILABLE UNTIL DECEMBER OF 2007; HOWEVER, THEY DISCONNECTED THE WIRING HARNESS. WHEN DECEMBER ARRIVED, THE DEALER STATED THAT THE PARTS WOULD BE UNAVAILABLE UNTIL MARCH OF 2008. WHEN MARCH ARRIVED, THE DEALER STATED THAT THE PARTS WOULD BE UNAVAILABLE UNTIL JUNE OF 2008. THE CONTACT FILED A FORMAL COMPLAINT WITH THE MANUFACTURER. THERE HAD BEEN NO FAILURE TO DATE. THE RECALL NUMBER WAS UNKNOWN. THE CURRENT MILEAGE WAS 98,000.

Vehicle was finally repaired by dealer w/in 1 week of this complaint.

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.