



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 ☐

19-MAR-2008

2008 APR 25 PM 1:07

Reference No.
10221757

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City BULLHEAD CITY

State AZ

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? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

ZMELM74W4R [REDACTED]

Make

MERCURY

Model

GRAND MARQUIS

Model Year

1994

Date Purchased
09-APR-94

Dealer's Name and Telephone Number
TOM COWARD LINCOLN MERCURY

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner
☒

Dealer's City
LAS VEGAS

State
NV

Zip Code

Transmission Type
AUTOMATIC

☐ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
180000 VEHICLE SPEED CONTROL

Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-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: DOTM9ABC036)

☐ 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 1994 MERCURY GRAND MARQUIS. THE CONTACT RECEIVED A RECALL NOTICE FOR THE VEHICLE SPEED CONTROL IN AUGUST OF 2007. WITHIN A MONTH OF RECEIVING THE NOTICE, HE TOOK THE VEHICLE TO THE DEALER. A MECHANIC INSPECTED THE VEHICLE AND STATED THAT IT WAS NOT INCLUDED IN THE RECALL AND NO REPAIRS WERE MADE. IN FEBRUARY OF 2008, A SECOND RECALL NOTICE WAS RECEIVED FOR THE SAME FAILURE. THE NOTICE STATED THAT THE VEHICLE MAY HAVE BEEN PREVIOUSLY REPAIRED AT A FORD DEALER, AND THE PART IT WAS REPAIRED WITH WAS DEFECTIVE. THE NOTICE FURTHER ADVISED HIM TO BRING THE VEHICLE TO THE DEALER FOR REPAIR. THE CONTACT CALLED FORD AND THEY CONFIRMED THAT THE RECALL DID APPLY TO HIS VEHICLE. IN ADDITION, THE DEALER CHARGED FORD FOR THE REPAIR EVEN THOUGH IT WAS NEVER PERFORMED. THE MANUFACTURER STATED THAT THEY WOULD CALL HIM BACK WITH INFORMATION ON WHAT TO DO NEXT, BUT HE HAS NOT YET HEARD FROM FORD. THE VEHICLE HAS NOT BEEN REPAIRED. THERE HAD BEEN NO FAILURE TO DATE. THE RECALL NUMBER WAS UNKNOWN. THE CURRENT MILEAGE WAS 168,000.

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.

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

enclosed is a copy of the original defect notice from Ford. All the writing on the top of the page was done by the dealer.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

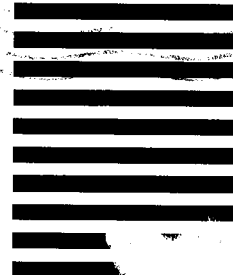
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



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
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**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**



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





Frank M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121



F0803291

2349

BULLHEAD CITY, AZ

1994 Grand Marquis
Vehicle ID #: 2MELM74W4

05S28

August 2007

Not Applicable

*miles
165586*

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1992-2004 vehicles equipped with speed control. We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support.

What is the issue?

Ford cannot be confident that over many years in service, the type of Speed Control Deactivation Switch (SCDS) equipped on your vehicle will not leak, posing the risk of an underhood fire. This condition may occur either when the vehicle is parked or when it is being operated, even if the speed control is not in use.

What will Ford and your dealer do?

Parts to repair the above concern (fused wiring harness) will not be available until 4th quarter of 2007. Until the parts become available, please call your dealer to schedule an appointment to disconnect the SCDS and disable the speed control system. This will eliminate any concerns with the SCDS on your vehicle. Ford Motor Company has authorized your dealer to disable the speed control system of your vehicle free of charge (parts and labor).

Parts will be available in the 4th quarter of 2007, at which time Ford will notify you to return to your dealer to have the fused wiring harness installed and the SCDS reconnected on your vehicle.

How long will it take?

Your dealer may be able to perform this repair while you wait; however, due to scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

Please call your dealer without delay and request a service date to have the switch disconnected (Recall 05S28). Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

Until you have the recall service performed, park your vehicle away from structures to prevent a potential underhood fire from spreading.

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

RETAIL OWNERS: If you do not already have a servicing dealer, you can access <http://www.genuineservice.com> for dealer addresses, maps, and driving instructions.

FLEET OWNERS: If you do not already have a servicing dealer, you may access our Dealer Locator on <https://www.fleet.ford.com> for dealer addresses, maps, and driving instructions.