



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 ☐

07-MAY-2008

Reference No.

10226950

2008 JUN 10 AM 6:53

OWNER INFORMATION (Type or Print)

Name

Address

City

JAMESTOWN

State

IN

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 address to the vehicle manufacturer.

Signature of Owner

Date 6/1/08

VEHICLE INFORMATION

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

2MELM74W7RX

Make

MERCURY

Model

GRAND MARQUIS

Model Year

1994

Date Purchased

GIFT FROM DAD BILL ESTES FORD (317) 852-2231

Dealer's Name and Telephone Number

ONLY PERTAINS TO REPAIR

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

BROWNSBURG

State

IN

Zip Code

46112

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

185000 VEHICLE SPEED CONTROL: CRUISE CONTROL

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

26-APR-2008

Failure Mileage

151000

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 1994 MERCURY GRAND MARQUIS. THE CONTACT RECEIVED A SAFETY RECALL NOTICE FOR NHTSA CAMPAIGN ID NUMBER 08V051000 (VEHICLE SPEED CONTROL: CRUISE CONTROL). SHE TOOK HER VEHICLE TO THE DEALER AND HAD THE SPEED CONTROL SWITCH DISCONNECTED. SHE LATER RETURNED AND HAD THE NEW PART INSTALLED. WHEN SHE TESTED THE VEHICLE AN HOUR LATER, THE CRUISE CONTROL WAS NOT WORKING. THE CONTACT RETURNED TO THE DEALER AND WAS INFORMED THAT THE DEACTIVATION SWITCH MALFUNCTIONED. SHE BELIEVES THAT THE CURRENT FAILURE OCCURRED WHEN THEY REMOVED AND INSTALLED THE NEW PART. BEFORE THE VEHICLE SPEED CONTROL WAS DISCONNECTED IT WAS WORKING PROPERLY. THE CURRENT AND FAILURE MILEAGES WERE 151,000.

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)

Here Lewis Ford in Lebanon actually disconnected the ^{recall} C.C. My son works for Bill Estes and got me the appointment as soon as the part was available, I went, had the job done and left. Stopped by the ~~Solo~~ Store, + when I got out on the road I tried the C.C. and it didn't work, so I returned and they wanted to sell me the test to see what it was. I ^{soiled} ^{no} ⁴ and made a call. I was instructed to take the car back (30 miles one way) I did + they ran the test for free. They then wanted to sell me the part that I shouldn't be responsible for to pay. Its FORD's recall! I think THEY should pay. With gas prices the way they are I've wasted 120 miles and I still don't have my C.C.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

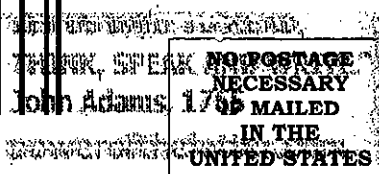
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

INDIANAPOLIS IN 462

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BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

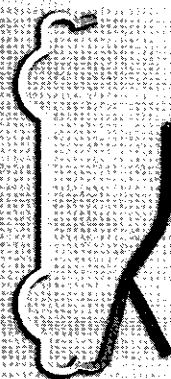
WASHINGTON, DC

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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration