



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects

2008 OCT 29 PM 11:58
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

22-SEP-2008

Repository

Reference No.
10243093

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City LINCOLN

State ME

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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 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
2MEFM75W94 [REDACTED]

Make
MERCURY

Model
GRAND MARQUIS

Model Year
2004

Date Purchased
09/04

Dealer's Name and Telephone Number
HAW SUCKLE LINCOLN MERCURY 207 947-4559

Engine:
No: Cylinders
8

Fuel Type:
GAS

Original Owner

Dealer's City
BANGOR, ME

State
ME

Zip Code
04402

Transmission Type
AUTO

Antilock Brakes
 Cruise Control

Powertrain

Vehicle Component Code
010000 STEERING

POWER STEERING RACK

Multiple Failure: FAILED TWICE IN 12 1/2 MO.

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
13-SEP-2008
10/08/07

Failure Mileage
42000

Failure Speed
0

RACK FAILED
RACK AND PINION STEERING

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 2004 MERCURY GRAND MARQUIS. THE RACK AND PINION WAS REPLACED IN AUGUST OF 2007. IT FAILED AGAIN ON SEPTEMBER 13, 2008. THE CONTACT TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT THE MANUFACTURER WOULD NOT WARRANTY THE VEHICLE. THE FAILURE MILEAGE WAS 42,000 AND CURRENT MILEAGE WAS 56,753.

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.