



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

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

Top 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

19-MAR-2009

Repository

Reference No.
10262458

OWNER INFORMATION (Type or Print)

Name

Address

City

MAYFIELD HEIGHTS

State OH

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

NONE

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an _____ e or address to the vehicle manufacturer.
Signature of Owner _____ Date 3/31/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2MEFM74W44X

Make

MERCURY

Model

GRAND MARQUIS

Model Year

2005
2004

Date Purchased

3/22/2004

Dealer's Name and Telephone Number

MULLANIX

Engine: 4.6

No: Cylinders 8

Fuel Type:

GAS

Original Owner

Dealer's City

MAYFIELD HTS

State

OHIO

Zip Code

44124

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

YES

Incident Date(s)

03-FEB-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

19970

Failure Speed

10

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. WHEN BACKING UP AT 10 MPH. THE CONTACT NOTICED THAT THE STEERING WAS VERY STIFF AND DIFFICULT TO MANEUVER. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE TO HIS DESTINATION, BUT THE FAILURE CONTINUED. WHEN HE REACHED HIS DESTINATION, THE CONTACT NOTICED THAT THE POWER STEERING FLUID WAS LOW. HE REFILLED THE POWER STEERING FLUID AND THE FAILURE IMPROVED. ONE MONTH LATER, THE CONTACT NOTICED THAT THE STEERING BECAME STIFF AND DIFFICULT TO MANEUVER AGAIN. HE CALLED THE MANUFACTURER AND WAS INFORMED TO HAVE THE VEHICLE INSPECTED BY THE DEALER. THE VEHICLE WAS TAKEN TO THE DEALER, BUT WHEN HE WAS INFORMED OF A FEE TO FLUSH OUT THE POWER STEERING FLUID DUE TO POSSIBLE DIRT BUILD-UP, THE CONTACT REFUSED TO HAVE THE VEHICLE REPAIRED. HE FEELS THAT HE SHOULD NOT HAVE TO PAY AND THE DEALER OR MANUFACTURER SHOULD COVER THE EXPENSES. THE FAILURE MILEAGE WAS 19,970 AND CURRENT MILEAGE WAS 20,200.

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.

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

On 3/31/09 after complaining to Eric the GM about the situation being a safety problem he replied "it was due to wear & tear and would not be repaired at their expense!"

Thank You

Dealer (Eric GM)
Marshall Super Ford Lincoln Mercury
5930 Mayfield Rd
(440) 442-8000



ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

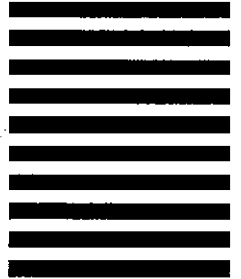
National Highway Traffic Safety Administration

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



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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 Avenue SE.
Washington, D.C. 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



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U.S. Department of Transportation
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