



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

16-JUN-2009

Repository

Reference No.
10273976

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City HANOVER TOWNSHIP

State PA

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
2MHFM75V36X [REDACTED]

Make
MERCURY

Model
GRAND MARQUIS

Model Year
2006

Date Purchased
03-30-2007

Dealer's Name and Telephone Number
COCCIA FORD 570-823-8888

Engine:
No: Cylinders

Fuel Type:
87

Original Owner

Dealer's City

State Zip Code

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
14-OCT-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage
27000

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 2006 MERCURY GRAND MARQUIS. WHEN APPLYING PRESSURE TO THE BRAKE PEDAL AND PLACING THE VEHICLE INTO REVERSE, THE GEAR LURCHES FORWARD UNEXPECTEDLY. THE CONTACT HAS TO SWITCH THE VEHICLE INTO NEUTRAL TO STOP THE UNINTENDED ACCELERATION. HE TOOK THE VEHICLE TO THE DEALER, BUT THEY COULD NOT IDENTIFY THE CAUSE OF THE FAILURE. THE FAILURE MILEAGE WAS 27,000 AND CURRENT MILEAGE WAS 29,000.

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.

[REDACTED]
Hanover Township, PA [REDACTED]

Phone [REDACTED]

2006 MERCURY GRAND MARQUIS

I have had this problem with the car on two different occasions.

I started the car; put the car in drive and the motor raced and the car lurched forward. I had to put the car into neutral and turn the ignition off to stop the motor from racing.

I then took the car to Coccia Lincoln Mercury, Inc. They checked the car and informed me that they could find nothing wrong and, if it happened again, to bring the car back.

Some time afterwards, I brought the car back to Coccia and told them that when I accelerated the car, it was making a loud roar. They said they road-tested and could not duplicate the concern.

The other evening I had the car parked in the driveway of a person's home that I was visiting. When I got in the car, I started the car and, when I put it in reverse, the motor raced and the car went backwards at a fast rate of speed. I continued to push on the brake to hold the car and you could hear the wheels screech. I then put the car in neutral and turned off the ignition to stop the motor from racing.

Today, June 16, 2009, I phoned Ford Motor Co., Mercury Division, and asked them if this problem was ever reported by other owners. They checked and said they had no record of such happenings.

I told them that I was not comfortable taking my car back to my previous dealer, and they recommended that I take it to you.

Kindly let me know if you can correct this condition and if it is under Warranty.

ADDITIONAL HAPPENING

On Friday, July 3, 2009, I was on my way to the Wyoming Valley Mall when the traffic in front of me was stopping for a traffic light. I was approximately four car lengths behind the car in front of me, when I took my foot off the gas and just rested it on the floor while the car coasted forward. Suddenly the car started to accelerate and I had to immediately brake to avoid hitting the car in front of me. The car motor then returned to idle speed.

HANOVER TWP

PA

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
06/17/09	06	MERCURY	GRAND MARQ	2MHFM75V36X	50139	29986	30101	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	07/03/09	92	00:00			01	07/03/09	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
96418						MARROON		1

===== REPAIR LINE 001 =====
 CUSTOMER STATES VEHICLE ACCELLS BYSELF.... READ NOTE SUPPLIED....
 INSTALLED BLACK BOX DROVE 2 WEEKS N.P.F.

Bill Code - C
 10DRIVE DRIVEABILITY CONCERN 57 M A

===== REPAIR LINE 002 =====
 CUSTOMER STATES CRUISE DID NOT WORK ON WAY UP TO CLARK SUMMIT ON THE WAY BACK DIDNT T
 RY CRUISE BUT THEN LITE ON DASH CAME ON AND CRUISE STARTED TO WORK BYSELF
 SEE JOB 1

Bill Code - C
 10DRIVE DRIVEABILITY CONCERN 57 M A

===== REPAIR LINE 003 =====
 OIL FILTER LUBE, TOP OFF FLUIDS

Bill Code - C

00LOF	OIL FILTER SERVICE	93 M B	8.00
00MPI	MULTI-POINT INSPECTION	93 M A	
99GBATT	BATTERY CHECKED / OK	93 M A	
99GBK	BRAKES CHECKED OK	93 M A	
		Total Labor	8.00
FD XO /	5W20/DSP	OIL - ENG	6
FD FL /	820/S	FILTER AS	1
		Total Parts	5.99
		Total Line	29.59

Payment Type - 01 FD CASH 32.21

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incident damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT PLEASE TELL US IMMEDIATELY.

CUSTOMER SIGNATURE

LABOR AMOUNT	8.00
PARTS AMOUNT	21.59
MISC. SALES	
MATERIALS	.80
TOTAL CHARGE	30.39
DEDUCTIBLE	
SALES TAX	1.82
OTHER PAY	
CUSTOMER PAY	32.21