



NOV 10 2009

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation

Vehicle Owner's Questionnaire

National Highway Traffic Safety Administration

To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

Date Received: 06-OCT-2009

Repository [ ] Reference No. 10286410

OWNER INFORMATION (Type or Print)

Name, Address, City (DULUTH), State (MN), Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number (2ME6M75W45X...), Make (MERCURY), Model (GRAND MARQUIS), Model Year (2005), Date Purchased (11-2005), Dealer's Name (LUNDGREN MOTORS VIRGINIA MN), Engine No. (8), Fuel Type, Transmission Type (Auto), Antilock Brakes, Cruise Control, Powertrain (Auto 8cyl), Multiple Failure, Incident Date(s) (02-OCT-2009, SEPT 30, 2009)

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING, Failure Mileage (65000), Failure Speed (20)

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 [X] No, Fire [ ] Yes [X] No, Number of Persons Injured, Number of Deaths, 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 2005 MERCURY GRAND MARQUIS. WHILE DRIVING THE EXTERIOR LIGHTS INTERMITTENTLY FAILED. AS A CONSEQUENCE, HIS VISIBILITY WAS IMPAIRED. HE WAS IN THE PROCESS OF TAKING THE VEHICLE TO THE DEALER FOR INSPECTION. THE VEHICLE IDENTIFICATION NUMBER WAS AVAILABLE. THE FAILURE AND CURRENT MILEAGES WERE 55,000.

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 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)

BENNA Ford SUPERIOR W1 INSTALLED SW7213C788 AC Processor  
Lighting Control Module. That They SAY WAS BAD.

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



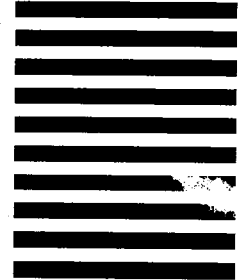
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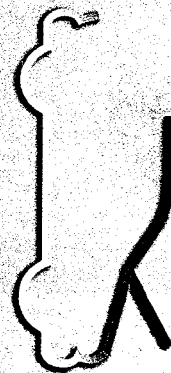
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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**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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