



NOV 20 2009

DOT Auto Safety Hotline

U.S. Department of Transportation

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

03-NOV-2009

Repository

Reference No.

10290778

OWNER INFORMATION (Type or Print)

Name

Address

City

HICKORY HILLS

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 Located at bottom of windshield on driver's side

2MEHM75V59X

Make

MERCURY

Model

GRAND MARQUIS

Model Year

2009

Date Purchased

4/28/09

Dealer's Name and Telephone Number

FERRY'S 708-349-3400

Engine:

No: Cylinders

Fuel Type:

REG GAS

Original Owner

Dealer's City

ORLANDO PARK IL

State

IL

Zip Code

60462

V8

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

21-OCT-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage

10000

Failure Speed

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

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 2009 MERCURY GRAND MARQUIS. HE APPLIED PRESSURE TO THE BRAKE PEDAL WHEN ATTEMPTING TO PARK THE VEHICLE, BUT IT LURCHED FORWARD. THE VEHICLE CRASHED THROUGH THE GARAGE WALLS INTO THE ADJACENT ROOM. THERE WAS NO PERSONAL INJURY. THERE WERE DAMAGES TO THE WALLS AND FURNITURE WHICH OCCUPIED THE ADJACENT ROOM. THE FRONT END OF THE VEHICLE SUSTAINED MODERATE DAMAGES. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER FOR DIAGNOSTIC TESTING. THE VEHICLE WAS REPAIRED FOR THE BODY DAMAGES. THE TECHNICIAN WAS UNABLE TO DETERMINE THE CAUSE OF FAILURE. THE FAILURE AND CURRENT MILEAGES WERE 10,000.

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.