



DEC 14 2009

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

U.S. Department of Transportation

National Highway Traffic Safety Administration

FOR AGENCY USE ONLY 100148

Date Received

17-NOV-2009

Repository

Reference No.

10292505

OWNER INFORMATION (Type or Print)

Name

Address

City

GADSDEN

State

TN

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

2MEFM74W71X

Make

MERCURY

Model

GRAND MARQUIS

Model Year

2001

Date Purchased

8-22-01

Dealer's Name and Telephone Number

SCHILLING LINCOLN MERCURY (901) 366-7222

Engine:

No: Cylinders

8

Fuel Type:

GAS

Original Owner

Dealer's City

Memphis, TN

State

TN

Zip Code

38115

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

REAR wheel Dr.

Multiple Failure:

Incident Date(s)

01-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE

Failure Mileage

102000

Failure Speed

70

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  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 2001 MERCURY GRAND MARQUIS. THE COMPOSITE INTAKE MANIFOLD WHICH IS WHERE THE THERMOSTAT MOUNTS INTO THE HEAD OF THE MOTOR HAS FAILED. THE VEHICLE WAS REPAIRED BY A LOCAL MECHANIC. THE CONTACT STATED THAT THE DEALERS FEE WOULD EXCEED THE LOCAL MECHANIC'S FEE. THE CONTACT HAS BEEN UNSUCCESSFUL AT NOTIFYING THE MANUFACTURER. THE FAILURE MILEAGE WAS 102,000.

If further information is needed, please contact me. Thank you.

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.

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

Ford Motor Co. issued a re-call to dealers for replacement of the composite intake manifold Bulletin # 05N04 on or about late August, 2001. Schilling Lincoln Mercury or Ford Motor Co. did not inform customers of said re-call. Re-call was for 1996 and up models. A class action lawsuit was handled by firm from Mobile, Alabama and San Francisco, Calif. My wife and I was stranded on a four lane highway and had to have towing service. I ask for help for <sup>ATTACH ADDITIONAL SHEETS IF NECESSARY</sup> my cost of repairs & towing.

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

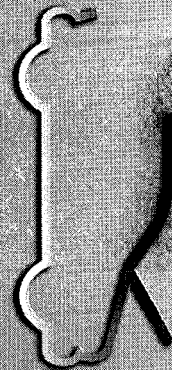
**BUSINESS REPLY MAIL**  
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POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit: [www.safercar.gov](http://www.safercar.gov)

or call: Vehicle Safety Hotline 888-327-4236



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

