



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-DO (1-888-327-4236) **2010 FEB 22 AM 10:15**
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository

12-JAN-2010

Reference No.
10299840

OWNER INFORMATION (Type or Print)

Name

Address

City

EAST MEADOW

State

NY

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
2MEFM74W34X

Make
MERCURY

Model
GRAND MARQUIS

Model Year
2004

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

8

gas

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Automatic

Cruise Control

Auto

12-JAN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING

Failure Mileage
52000

Failure Speed
72

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

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 2004 MERCURY GRAND MARQUIS. WHILE DRIVING AT NIGHT APPROXIMATELY 72 MPH ON NORMAL ROAD CONDITIONS WITH THE HEADLIGHTS IN ACTIVATION, SUDDENLY, THE HEADLIGHTS FAILED TO OPERATE WITHOUT WARNING. THE DRIVER EXPERIENCED EXTREMELY POOR VISIBILITY AND PULLED OVER TO THE SIDE OF THE ROAD WITH EXTREME CAUTION. THE VEHICLE REMAINED PARKED UNTIL DAY LIGHT DUE TO THE DARK ROADWAY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE FAILURE WAS CONTRIBUTED TO THE HEADLIGHT CONTROL MODULE. THE VEHICLE HAS NOT BEEN REPAIRED FOR THE MALFUNCTION. THE CONTACT HAD CONCERN OF THE SAFETY HAZARD. THE FAILURE MILEAGE WAS 52,000.

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.

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

After much research - a failing "Light Control Module" is a very common problem with these cars and Ford is very aware of this. This is a very big hazard and concern for public safety!

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

LONG ISLAND NY 117

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NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

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

SAFERCARTOY

NHTSA

U.S. Department of Transportation (NHTSA)
National Highway Traffic Safety Administration
400 Commonwealth Blvd., Washington, DC 20590