



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

JUL 23 2010
12-MAY-2010

Repository

Reference No.
10330093

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EAST STROUDSBURG State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 [REDACTED]
Make: MERCURY Model: GRAND MARQUIS Model Year: 2001
Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 10-SEP-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 121000 EXTERIOR LIGHTING: HEADLIGHTS Failure Mileage: 41712 Failure Speed: 35

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: DOTMAL9ABC036) 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 CONTACT STATED THE HEADLIGHTS WERE DIM WHILE DRIVING AT NIGHT WHICH MADE IT DIFFICULT TO SEE. THE LIGHTS WOULD ALSO REFLECT OFF OF THE PAVEMENT. WHEN APPROACHING ONCOMING TRAFFIC THE PASSING VEHICLES LIGHTS CAUSED A BLINDING EFFECT. THE DEALER STATED THAT WAS HOW THE VEHICLE WAS DESIGNED AND WOULD NOT OFFER ANY ASSISTANCE. THE FAILURE MILEAGE WAS 41,712 AND THE CURRENT MILEAGE WAS 49,505.

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.

[REDACTED]
East Stroudsburg, PA [REDACTED]

July 14, 2010

US Dept of Transportation
Nat'l Hiway Safety Division

ATTN: Randy Reid

Dear Randy:

Thank you for your timely attention to my complaint regarding the safety of the headlights on my 2001 Mercury Grand Marquis.

Last month I had been attending an evening class at the Tannersville extension of Northampton Community College, about 20 miles from where I live. The class started at 6 p.m. and lasted until 9 p.m. Due to the hour of the class and the seasonal rainy weather I frequently encountered, plus the headlights of oncoming traffic, and the steep, narrow roads I was forced to travel to attend the class, it was imperative that I could see well enough to drive. Unfortunately the headlights on my Grand Marquis are so poorly designed that to drive with them under the conditions I described, forced me into an extremely dangerous situation for much of the way. After several nights of foolhardy attempts to attend class I chose to quit class rather than to continue.. My lights were too dim, even on high beam. I feel certain that had I continued I would not only have wrecked my car, but possibly crashed into oncoming traffic, thereby endangering the lives of others.

I have talked to my dealer, Ray Price Ford and was told that Ford was turning out the faulty headlights on many of the automobiles of that vintage.. I can't imagine there have not been thousands of complaints on this issue, yet nothing has been done.

It is my hope that, with enough complaints, this problem will be addressed. I realize that Toyota had uncorrected problems for years before the issues were addressed. No matter how long it takes, until there is a recall over these headlights creating dangerous visibility, Ford/Mercury is endangering the American public and very probably costing innocent lives.

Yours, sincerely,

[REDACTED]