



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: SEP 30 2010  
~~27 JUL 2010~~  
8-10-2008  
Repository:   
Reference No.: 10345720

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: ST. LOUIS State: MO 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: 2MEFM [REDACTED]  
Make: MERCURY Model: GRAND MARQUIS Model Year: 2007  
Date Purchased: 8-8-2008 Dealer's Name and Telephone Number: 314-729-2700 SINCLAIR LINCOLN MERCURY Engine: No: Cylinders: 8 Fuel Type: Gasoline  
Original Owner:  Dealer's City: ST. LOUIS State: MO Zip Code: 63129  
Transmission Type:  Antilock Brakes Powertrain: AUTO-REAR WHEEL DR Multiple Failure: SURGE Incident Date(s): 10/10/2008  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL  
Vehicle Surged 0-60 MPH WITH MY FOOT ON BRAKE WHEN Pulled INTO GEAR.  
Failure Mileage: 500 Failure Speed: 60 MPH

**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:  
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: 2 Number of Deaths: 0 Reported to Police: YES

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 2008 MERCURY GRAND MARQUIS. THE CONTACT STATED SHE STARTED THE VEHICLE AND WHEN DEPRESSING THE BRAKES, THE VEHICLE ABNORMALLY ACCELERATED. THE CONTACT WAS UNABLE TO STOP THE UNINTENDED ACCELERATION AND THE VEHICLE DROVE OVER A CURB AND CRASHED INTO A SIGN. THE CONTACT AND PASSENGER BOTH SUSTAINED MINOR INJURIES TO THEIR NECKS FROM THE SEAT BELT. THE VEHICLE SUSTAINED SUBSTANTIAL FRONT END DAMAGES. THE VEHICLE WAS TOWED TO THE DEALER AND INSPECTED BUT THE CAUSE OF THE UNINTENDED ACCELERATION FAILURE WAS NOT DISCLOSED TO THE CONTACT. THE BODY DAMAGE WAS REPAIRED AND THE CONTACT TRADED THE VEHICLE FOR ANOTHER. THE VIN WAS AVAILABLE. THE FAILURE AND CURRENT MILEAGES WERE 500.

ABOVE

THE DRIVER'S FOOT MADE NO CONTACT WITH ACCELERATOR

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.

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