



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 OCT 12 2010

Repository

05-AUG-2010

Reference No.
10347396

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City EAST RUTHERFORD State NJ Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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
2MEHM75VX9 [REDACTED] Make MERCURY Model GRAND MARQUIS Model Year 2009
Date Purchased 7-31-09 Dealer's Name and Telephone Number WAYNE MOTORS INC. 973-696-9700 Engine: No: Cylinders 8 Fuel Type: REG. GAS
Original Owner Dealer's City WAYNE State N.J. Zip Code 07470
Transmission Type [REDACTED] Antilock Brakes Powertrain Cruise Control Multiple Failure: Incident Date(s) 31-JUL-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Failure Mileage 12932 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036) Original Equipment Failure Location: Prior Repair
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

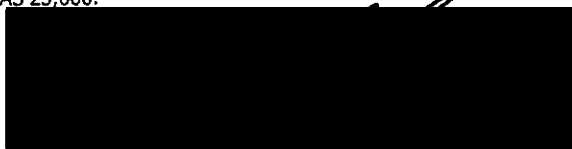
APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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 LS. THE CONTACT STATED THAT THE ACCELERATOR AND BRAKE PEDALS WERE ENTIRELY TOO CLOSE TO EACH OTHER, CAUSING THE CONTACT TO SIMULTANEOUSLY DEPRESS BOTH PEDALS. THE DEALER WAS CONTACTED AND THE CONTACT WAS ADVISED THE BLEED THE BRAKES. THE DEALER ALSO ADVISED THAT THE SPECIFICATIONS OF BOTH PEDALS CONFORMED TO GOVERNMENT REGULATIONS. THE VEHICLE WAS NOT REPAIRED. THE CONTACT BELIEVED THE PEDAL DESIGN WAS DEFECTIVE. THE FAILURE MILEAGE WAS 12,932 AND THE CURRENT MILEAGE WAS 23,000.



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 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 Rutherford, NJ
Feb. 6, 2010 [REDACTED]

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn MI. 48121

Reference:
2009 Mercury Grand Marquis
VIN # 2MEHM75VX9X [REDACTED]

Wayne Motors Inc.
1910 Route 23
Wayne, NJ 07470

Gentlemen,

After having the auto for awhile I realized what was happening. Sometimes while pressing the brake pedal I was also pressing the gas pedal. My foot was partially on the gas when the brake pedal was depressed. I believe my stature is not unusual. Being six foot two inches tall 190 pounds with a shoe size of 12A the pedals are to close.

December 3, 2009 I brought it to the attention of the service people at Wayne Motors. They called the hot line and were told to bleed the brakes. They did that and the problem still exists.

I think you are negligent in not providing a system to correct the problem. A slip on pad or a new bracket is some simple things I can think of to prevent both pedals from being depressed simultaneously.

I love the car but look forward to having something done to correct the design error

Sincerely; [REDACTED]
[REDACTED]

[REDACTED]
East Rutherford, NJ [REDACTED]
July 15, 2010

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn MI. 48121

Reference:

2009 Mercury Grand Marquis
VIN # 2MEHM75VX9X [REDACTED]

Wayne Motors Inc.
1910 Route 23
Wayne, NJ 07470

Gentlemen,

February, 2010 , I sent a letter about the gas pedal being depressed while depressing the brake.

I recently had a close call trying to stop at a traffic light with a car in front of me. We bumped but it wasn't serious this time.

Customer Relations called and said that all the sizes and distances are controlled by government standards. Which is just a brush off. Who can say that my particular car was ever checked against that standard. If it is within the limits than I am tell you that they should be changed. It's a big car, little people with little feet usually don't buy such a car. The pedals should be adjustable so that they can be fitted for the driver. I expect to here from you with a positive solution to the unsafe problem.

Sincerely,
[REDACTED]

[REDACTED]
East Rutherford, NJ [REDACTED]
August 5, 2010

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn MI. 48121

Reference:
2009 Mercury Grand Marquis
VIN # 2MEHM75VX9X [REDACTED]

Wayne Motors Inc.
1910 Route 23
Wayne, NJ 07470

Dear Sir:

In correspondence with you on February 6, 2010 and August 6, 2010 [enclosed] I reported what I know to be a very dangerous situation with the proximity of the gas pedal and the brake pedal in the Grand Marquis that I drive. The locations of these pedals cause me to unintentionally engage both the brake and the accelerator simultaneously.

I have called this to the attention of my local dealer, Wayne Motors. Fords hot line at the time was simply to bleed the brakes which were done. This procedure has not resolved the problem.

I appeal to you to recognize this problem and the inherent risk to customers, pedestrians and other drivers due to this design flaw. Please reply to this correspondence with a letter and some recommendation that I may pursue to insure that this dangerous problem will be resolved. Before an accident happens that will be blamed on driver error.

Sincerely:
[REDACTED]

Aug. 5, 2010