



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

FEB 28 2011
09-DEC-2010

Repository

Reference No.
10369734

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NEOSHO State MO 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: 2MEFM74W14X [REDACTED]
Make: MERCURY Model: GRAND MARQUIS Model Year: 2004
Date Purchased: Dec. 2005? Dealer's Name and Telephone Number: Griffith Mfr. Co.
Original Owner: Rzip Phillips Dealer's City: Shell Knob, MO State: MO Zip Code: 65747
Transmission Type: [] Antilock Brakes [x] Powertrain: [] Multiple Failure: Lights - Fr side + out Incident Date(s): 09-OCT-2006, NOV. 2010, JAN 2011
[] Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING
All Lights in side + outside go out.
Failure Mileage: 70000, 110,000 Failure Speed: 0, 70 mph

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM4L9ABC036): [REDACTED] [] Original Equipment [] Prior Repair Failure Location: [REDACTED]
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 [x] No Fire: [] Yes [x] 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 2004 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT SINCE 2008, THE HEADLIGHTS WOULD TURN OFF INTERMITTENTLY. THE LIGHTS WOULD TURN ON ONCE THE DOORS WERE OPENED BUT WHEN THE VEHICLE WAS STARTED, THEY WOULD TURN OFF. THE DEALER INSPECTED THE VEHICLE AND STATED THAT THE FAILURE WAS CAUSED BY THE COMPUTER WHICH WAS REPLACED. HOWEVER, THE FAILURE OCCURRED AGAIN. THE FAILURE MILEAGE WAS APPROXIMATELY 70,000 AND THE CURRENT MILEAGE WAS APPROXIMATELY 110,000.

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.

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

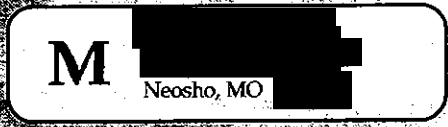
1st incident - We were in Berenson, MO. and returning home. All at once all the lights went out. I managed to pull over & stop. In a few minutes they came on & stayed on.

2nd incident - We were going to Joplin, MO. on highway 71 north. We were going 70 mph & the lights went out. They came back on in a few seconds (about 10) & stayed on.

3rd incident We were on a parking lot & were on our way out when the lights went out. I put it on manual & drove it home.

Now we don't drive the car at night. Ford Mfr. Co. told us they would contact The Fletcher Ford Co. of Joplin, MO. but so far we haven't heard from them.

ATTACH ADDITIONAL SHEETS IF NECESSARY



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NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Official Business
Penalty for Private Use \$300


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

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