

Step 1: Complete this form.

Step 2: Click here to save the form to your computer

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Step 3: Click here to access the upload web page.

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Temporary Complaint Number (TCN): LAN31-3677

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Required Information in Bold EQ-10374308-7397

Form Approved: O.M.B. No. 2127-0008

Vehicle Information

Vehicle Identification Number (VIN) (See Instructions on the next page to locate the VIN.)

Table with 17 columns representing VIN characters: 2, M, E, H, M, 7, 5, W, 3, 5, X, followed by 6 blacked-out characters.

Select/Enter Make

MERCURY

Enter Model

GRAND MARQUIS

Select/Enter Year

2005

Incident Information

Approximate Incident Date

12/22/2010

For multiple incident dates enter the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash? Yes No

Was there a Fire? Yes No

Failure Mileage 94,500 miles

For multiple incidents enter the first failure mileage.

Number of Persons Injured, if any 0

Speed (at time of incident) 75 mph

Number of Deaths, if any 0

Description (up to 1900 characters)

1 character remaining

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

I was driving on I-81 at night, I operated my left turn signal while accelerating to about 75 MPH to pass a truck and my headlights went out. I accidentally forced the high beam on by flipping the turn/high beam lever and I held the lever in that position until I could return to the right lane behind the truck and stop on the roadside. To say I thought I was going to die is not simply drama. The worst part was not knowing if my brake lights were working. While off the road, I could not duplicate the failure. I put on the low beam and proceeded on I-81. After some miles, I again tried the left turn signal and again the lights went out. This time I was ready, and used the high beam lever to get to the roadside. Again I could not duplicate the failure. I exited as soon as possible, running on low beam, and the lights went out again on the ramp when I operated the left turn signal. I continued to Ocala by way of Atlanta, running in daylight only. I took the car to Ocala Ford as soon as I arrived in Ocala. The dealer had the car several days and finally duplicated the failure. They replaced a module at the cost of \$786.00 and said the car was safe to drive. No repair was done to the turn signal. I got the module from the dealer and sent it to NHTSA for testing to determine if it actually was defective. If not, then my car presents a risk to everyone sharing the highway with me at night, because the problem would still be there. In my opinion, sudden and catastrophic failure such as this presents fatal risk to anyone involved in a crash, including the general public. This failure has nothing to do with reasonable wear and tear, it is a design/manufacturing defect, worsened by a failure by Ford to provide a diagnostic program. Since the problem is intermittent, people may have already died and no trace of the failure would be found by examining the wreck.

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Electrical

Failed Component 2

Select the Component

Failed Component 3

Select the Component



**BELLEVUE LOCATION**  
 10786 S.E. US HIGHWAY 441  
 BELLEVUE, FL 34420-3442  
 (352) 245-9181  
 MV# 34433

**OCALA LOCATION**  
 2816 N.W. PINE AVE.  
 OCALA, FL 34475  
 (352) 732-4800  
 MV# 34432

**BODY SHOP LOCATION**  
 2240 N.W. PINE AVE.  
 OCALA, FL 34475  
 (352) 351-8888  
 MV# 34434

(CHECK (✓) APPROPRIATE BOX)

<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT
\$ PARTS	\$ LABOR	\$ TOTAL

Authorized Signature And Date

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (5) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) \_\_\_\_\_ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) \_\_\_\_\_

**ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED**

Adv: 127 JEFFREY D MARR	Tag: 0797	License: [REDACTED]	2MEHM75W3 5X [REDACTED]	Page: 1	Invoice: C81211	
Invoice to [REDACTED] OCALA, FL [REDACTED] Email: [REDACTED] Home: [REDACTED]			Driver/Owner Information [REDACTED] OCALA, FL [REDACTED] Email: [REDACTED] Home: [REDACTED]			
For Office Use Odometer in: 95587 Out: 95587 Begin: 12/27/10 Done: 12/30/10			Vehicle Information Dist: EMC CUS C W I Prelim 05 MERCURY GR MARQUIS LS 4DR SDN Inservice: 01/22/05 Production: 12/08/04			
Customer Concern						
Concern 24	CUSTOMER STATES CHECK AS DROVE HEADLIGHTS SHUT OFF THIS HAS HAPPENED A FEW TIMES RECENTLY			Operation	Tech	Amount
Cause	FCEL			FCEL	125	
Correction	FACTORY AUTHORIZED SYSTEM CHECK			TOTAL CHARGE FOR CONCERN 89.95		
Type: C	Line Flags: NOS					
Concern 25	CUSTOMER STATES PERFORM MULTI POINT INSPECTION ATW 99P			Operation	Tech	Amount
Cause	99P			99P	125	
Correction	PERFORM MULTI POINT INSPECTION			TOTAL CHARGE FOR CONCERN 0.00		
Tech Notes	GBAT GTIRE GBRK					
Comment	NEEDS BATTERY TERMINAL SERVICE					
Type: C						
Concern 51	CUSTOMER STATES OK TO REPLACE LCM RETEST			Operation	Tech	Amount
Cause	LIGHTING CONTROL MODULE			REPLACE	125	
Correction	REPLACE LIGHTING CONTROL MODULE			TOTAL CHARGE FOR CONCERN 641.62		
Parts	Part Number	PO#	Note	Description	Qty	Sell
Type: C	EMC 5W7Z	13C788 AC		PROCESSOR - LIGHTING	1	536.62

*am*

**DEC 30 2010**

CHARGE AUTHORIZED BY: \_\_\_\_\_



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 BELLEVUE, FL 34420-3442  
 (352) 245-9181  
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\$ PARTS	\$ LABOR	\$ TOTAL

Authorized Signature And Date

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(SIGNED) \_\_\_\_\_ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) \_\_\_\_\_

**ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED**

Adv: 127 JEFFREY D MARR Tag: 0797 License: [REDACTED] 0 2MEHM75W3 5X [REDACTED] Page: 2 Invoice: C81211

Invoice to: [REDACTED] Driver/Owner: [REDACTED]

Invoiced: 12/30/10 14:03:14 EJ 05 MERCURY GR MARQUIS LS 4DR SDN

Summary of Charges for Invoice C81211		Payment Distribution for Invoice C81211	
PARTS	536.62	TOTAL CHARGE	786.60
SUPPLIES	10.50		
LAB-MECHANICAL	194.95	CASH DUE	786.60
SUB-TOTAL	742.07		
SALES TAX	44.53		
TOTAL CHARGE	786.60		

Attention: The following Invoices also exist  
 WAR - WARRANTY INT - INTERNAL

If you have any questions - please see JEFFREY D MARR

THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. [S.559.904(4)]

THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE [S.403.718], AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE [S.403.7185].

Last Page

CHARGE AUTHORIZED BY: [REDACTED]

January 1, 2011

National Highway Traffic Safety Administration/Office of Defects Investigation  
United States Department of Transportation  
1200 New Jersey Ave. SE  
West Building  
Washington D.C. 20590

Re: Complaint 2005 Mercury VIN 2MEHM75W35X [REDACTED] catastrophic exterior lights failure.  
Temporary Claim Number LAN31-3677

Dear Sir:

Enclosed please find a completed complaint form and the module furnished to me by the Ford Dealer who removed it from my car.

In brief, I was driving on I-81 on December 22, 2010, at about 7:00 P.M. I activated my left turn signal in order to pass a truck and accelerated to about 75 MPH. As I entered the lane to my left, my exterior lights went out. I avoided a crash by flipping the turn lever on the steering post and accidentally forcing the high beams on. I held the lever there and managed to get on the shoulder. To say I expected to die is not simply drama. The worst part is that I had no idea if my brake lights were working, and to slow down or "hit the brakes" would be to invite a crash from behind me.

Stopped on the shoulder, I could not repeat the failure. I put the low beams on and determined to not touch the turn/high beam lever. After a few miles, I relaxed and began to think maybe I had caused the problem somehow. I again activated the left turn lever, and again the lights went out. I immediately went to the shoulder using the high beam lever held into place. Again, I could not duplicate the failure. The lights went out once more as I was getting off the exit ramp.

I continued to my destination driving in daylight only and arrived in Ocala, Florida after spending the holiday with my daughter in Atlanta. Upon reaching Ocala, I took the car to the local Ford dealer, Ocala Ford. It took them four days to duplicate and repair the problem and they assured me the car was safe to drive. A module (enclosed) was changed. No repairs were done to the turn lever.

While I am satisfied with the dealership, the bottom line is I have only their word. As I understand it, they did not actually identify the precise failure within the circuitry of the module in question. The diagnostic program provided by Ford failed to identify this defect. The dealer ship took several days to duplicate the problem, finally was successful in doing that and then changed the suspect module. Following the installation of a new module, the failure could not be duplicated by the dealership BUT the original module took several days to fail! If they are mistaken then my life and the lives of my family as well as the lives of anyone who may be involved in a crash with me is very much at risk every time I drive at night. I am unwilling to assume that risk.

I called the Ford Customer Service number furnished to me by the Ocala dealer. The woman who answered was very professional and recorded all of the information I gave to her. Unfortunately she was only a clerk who answered calls. The next day I was called by another woman who said she had received my information and she wanted to resolve the matter. I asked her if she had read the previous day's information and she said "let's go over it again." I knew then that I was speaking with a public relations employee. She proceeded to entirely discount anything related to my car because it was over 36 months old and was at 95,000 miles. She had no interest in the safety issue. She stated that she could discuss with me the possibility of a "family discount" on the purchase of a new car because of my "inconvenience." Clearly, Ford Corporation has no facility for the reporting of safety issues and possibility no interest either. The ploy of "throwing money at the problem to make it go away" is not responsible corporate policy with respect to safety.

I have looked at your web site and find that this problem is not unusual with respect to 2005 Mercury Marquis' with over 50,000 miles. I feel that there may be unrecognized fatal crashes involving this problem. The fact is, if I had died that night on I-81, there would be no indication that any failure occurred, and the police report would suggest I had fallen asleep. My family would never have known my fate. Others suffering harm in the same crash would have no idea that Ford Corp. and/or one of their subcontractors had harmed them.

I asked the dealer for the module that was removed from my car, and I am sending it to you herewith. I hope that you will arrange tests to determine if it is in fact defective. If it is not, I expect you to require Ford to find and repair the actual cause of my problem as described above. If the module is defective, then every car that received that module presents a potential fatal risk to everyone using the highways.

This is not a normal "wear-and-tear " failure, it is a design/manufacturing defect worsened by Ford failing to provide an effective diagnostic program.

In my opinion, it is the responsibility of your organization to identify every vehicle that was produced with this particular module and to examine your records to determine how many of those vehicles have crashed while being driven at night.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]  
Ocala, Florida, [REDACTED]

[REDACTED]

tel. [REDACTED]

cc. Ocala Ford

Ford Motor Corp., Legal Department

[REDACTED]  
[REDACTED]  
OCACA, FL. [REDACTED]

NATIONAL Highway Traffic Safety Admin.  
OFFICE OF DEFECTS INVESTIGATION  
U.S. DOT

1200 NEW JERSEY AVE. SE  
WEST Bldg.

WASHINGTON, D.C.

20590

Complaint

LAN#31-3677