

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		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 AUG 29 2011 04-AUG-2011		Repository ☐ Reference No. 10417083	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		SAN MARCOS		TX	
Zip Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		SAME		[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				Make		Model	
2MEHM75V86X [REDACTED]				MERCURY		GRAND MARQUIS	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
SEPT. 2006		Griffith Ford-Mercury		No: Cylinders		Reg.	
Original Owner		Dealer's City		State		Zip Code	
☐		San Marcos		TX		78666	
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:	
Auto		☒ Cruise Control				Incident Date(s)	
						25-MAY-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS						Failure Mileage	
Airbag supplemental Restraint system						82000	
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:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				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 2006 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE SRS WARNING LAMP WAS ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE AIR BAG SENSOR WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE FAILURE AND CURRENT MILEAGE WAS 82,000. Failure of Airbag supplemental Restraint system was diagnosed May 2011. Ford indicated repair parts would not be available until October 2011. Because of inordinate time frame, (5 months), owner requested Ford to provide a vehicle until parts were secured. Serious safety issues are at stake until repairs are made!							
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.							