

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET:www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received <b>OCT - 4 2011</b>	Repository <input type="checkbox"/>
National Highway Traffic Safety Administration		01-SEP-2011	Reference No. 10422901
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
SUMMERFIELD	FL		
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
2MEHM75V38X		MERCURY	GRAND MARQUIS
Model Year	Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders
2008			8
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
	OCALA	FL	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
<b>AUTOMATIC</b>	<input type="checkbox"/> Cruise Control		Incident Date(s) 01-MAY-2011
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL		Failure Mileage	Failure Speed
		63000	35
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example, P215/65R15)	
DOT No. (Example: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>NONE</b>	Number of Deaths <b>NONE</b>
		Reported to Police <b>N</b>	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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. WHILE DRIVING APPROXIMATELY 35 MPH THE CONTACT BEGAN TO DEPRESS THE BRAKE PEDAL TO DECELERATE WHILE APPROACHING A TRAFFIC LIGHT. THE VEHICLE SUDDENLY ACCELERATED ON ITS OWN AND THERE WAS AN INCREASE IN THE RPM'S. THE FAILURE OCCURRED INTERMITTENTLY AND OVER TIME BECAME PROGRESSIVELY WORSE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 63,000.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b>			
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)**

THE VEHICLE WAS TAKEN TO KEY SCALD FORD DEALERSHIP  
LOCATED IN KEESBOROUGH FLORIDA. THEY RETAINED THE VEHICLE  
FOR 3 DAYS. THEIR SUBSEQUENT TEST DRIVES COULD NOT DUPLICATE  
THE PROBLEM. THEY SUGGESTED THAT THE BRAKE PEDAL  
WAS ADJUSTED TO HIGH WHICH MAY HAVE INTERFERED WITH  
THE PCC PEDAL. THEY LOWERED THE AUTOMATIC BRAKE PEDAL  
AND RETURNED THE VEHICLE. SINCE THEN I HAVE NOT  
EXPERIENCED ANY ADDITIONAL INCIDENTS.

OWNER

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE,  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300



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20 SEP 2011

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**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**



Vehicle Owners' Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration