



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: 03-OCT-2011
Repository
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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: TOPEKA State: KS 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: 2MEFM75W05X[Redacted]
Make: MERCURY Model: GRAND MARQUIS Model Year: 2005
Date Purchased: NOV 7th 2005 Dealer's Name and Telephone Number: ⁷⁸⁵⁻Waller Lincoln Mercury Inc 267 2800
Original Owner: Dealer's City: Topeka State: KS Zip Code: 66611
Engine: No: Cylinders 8 Fuel Type: unleaded
Transmission Type: automatic Antilock Brakes: Cruise Control: Powertrain: DB/B4/B1 Multiple Failure: head lights fail to operate all the time Incident Date(s): 02-SEP-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING Failure Mileage: ~~77000~~ 79068 Failure Speed: 0

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: DOTM19ABC036): [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 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 2005 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE HEADLIGHTS FAILED AND THE CONTACT WOULD HAVE TO PLAY WITH THE ON/OFF SWITCH TO GET THE LIGHTS TO ILLUMINATE. IN ADDITION, THE HEADLIGHTS WOULD FAIL WHEN THE TURN SIGNALS WERE ACTIVATED. THE CONTACT TOOK THE VEHICLE TO THE DEALER WHERE THE DEALER ADVISED THAT THE LIGHT CONTROL SWITCH NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT DID NOT CALL THE MANUFACTURER. THE FAILURE MILEAGE WAS ~~77,000~~ 79068 [Redacted]

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.

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U.S. Dept of Transportation
(office of defect Investigation)
National Hwy - Traffic Safety Adm.
1200 New Jersey Ave. SE, W. Building
Washing D.C. 20590

