



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

JUL 26 2012
21 JUN 2012

Repository

Reference No.
10462540

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City TAMARAC State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

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: 2MEFM74W15[REDACTED]
Make MERCURY Model GRAND MARQUIS Model Year 2005

Date Purchased 10/3/2005 Dealer's Name and Telephone Number PORT MOTORS 516-484-6633 Engine: V8 No. of Cylinders 6 Fuel Type: GAS
Original Owner Dealer's City ROSLYN State NY Zip Code 11576

Transmission Type AUTO-OD Antilock Brakes Cruise Control Powertrain HEADLIGHTS Multiple Failure: Incident Date(s) 01-MAY-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: LIGHTING (PWS) Failure Mileage 60000 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make DOT No. (Example: DOTM19ABC036) Tire Model (Name or Number) Tire Size (Example P215/65R15)
 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 Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 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 WHILE HIS INSTRUMENT PANEL SHOWED THAT THE HEADLIGHTS WERE ACTIVATED, THE LIGHTS WERE NOT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER HOWEVER THE PROBLEM COULD NOT BE REPLICATED. THE DEALER DID SUGGEST THAT THE MODULE WAS FAULTY AND THAT THE CONTACT COULD REACH UNDER THE DASHBOARD AND TAP IT, AND THE LIGHTS WOULD ILLUMINATE. THE CONTACT DID NOT FEEL THE REMEDY WAS REASONABLE OR SAFE. THE MANUFACTURER WAS NOTIFIED OF THE ISSUED HOWEVER, OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 60,000.

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)

Being I am now aware of this problem I feel I can safely operate the vehicle because I check that the lights are on without relying on the dashboard only.

I feel this is a severe safety problem and I should not have to rely on pushing under the dashboard to top the module

I should not have to be responsible for a \$700 repair for a safety item such as this

I am aware of other people with similar Mercury vehicles having the same problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



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

NHTSA

