

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 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		Date Received 16-NOV-2012 DEC 28 2012	
OWNER INFORMATION (Type or Print)				Repository ☐	
Name		Address		Reference No. 10484954	
City		State		E-mail Address	
HOT SPRINGS		AR		Daytime Telephone Number Evening Telephone Number	
Zip Code		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	
2MEFM74W05		MERCURY		GRAND MARQUIS	
Model Year		Date Purchased		Dealer's Name and Telephone Number	
2005				Landers Ford	
Engine:		Original Owner		Dealer's City	
No: Cylinders		☐		Benton	
V8		State		Zip Code	
		AR		72015	
Transmission Type		Antilock Brakes		Powertrain	
Automatic		☒		Multiple Failure:	
Cruise Control		☒		Incident Date(s)	
				01-NOV-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: LIGHTING (PWS)				Failure Mileage	
				39120	
				Failure Speed	
				25	
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	
☐ Yes ☒ No		☐ Yes ☒ No		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. WHILE DRIVING APPROXIMATELY 25 MPH WITH THE HEADLIGHTS ACTIVATED, THE CONTACT NOTICED THE HEADLIGHTS BECAME INOPERATIVE. THE HIGH BEAMS WERE ACTIVATED AND WOULD ONLY ILLUMINATE WHEN THE SWITCH WAS MANUALLY HAND HELD. THE FAILURE RECURRED WHENEVER THE HEADLIGHTS WERE IN OPERATION. THE VEHICLE HAD NOT BEEN DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 39,120.					
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)

While driving Car @ night lights ^{go} out in
less than 5 mins very dangerous. need help
with this problem, driving on ~~highway~~ highway. Please
forward information or help to me

Thank you

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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UNITED STATES

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, IVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safecar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



www.nhtsa.gov

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