

CL-10485997-7236

DEC 14 2012

Lexington SC
December 7, 2012

NHTSA
ODI (NVS-210)
1200 New Jersey Ave. SE
West Building
Washington DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Re: 2005 Mercury Grand Marquis

To whom it may concern:

Currently I have a 2005 Mercury Grand Marquis with only 60,000 miles. It was a good car until December 2010 when, without warning, the headlights, taillights and dashboard lights went out while driving at night on an unlit road! At that time, the local Ford dealership replaced the lighting control module (LCM) at a ridiculous price of over \$700.

Over a month ago, the same problem occurred. This time, however, several dealerships – from SC to FL – have told us that this part is backordered in the amount of over 1,000 units and that none are expected at the dealership until around March 2013!

Researching this problem on the internet, I notice that this has been a problem with the 2005 Mercury Grand Marquis, as well as the sister car (2005 Ford Crown Victoria), since 2006. It is also reported that the original and most LCM replacements have a defective part. The issues about which I, and others, are greatly concerned are:

1. This is a *grave* (no pun intended) safety issue: suddenly no lights which you cannot see where you are going. In turn, others cannot see you from a safe distance.
2. Not only is the driver in danger, what about any pedestrian, animal, or bicyclist?
3. What about a law enforcement officer (using the 2005 Ford Crown Victoria) in a high speed chase and the LCM fails?
4. Do we need highway deaths because of this problem before something is done?
5. Why should I be restricted to driving only in daylight hours and hope there is no inclement weather?

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6. Why has there been, apparently, no demand that Ford Motor Company redesign and replace this part with a reliable product?
7. Why should I need to wait for over a month to replace a vital part of my car for safe driving?
8. Why has there not been a recall for this part?
9. Would you allow cars to be sold without headlights, taillights, dashboard lights, etc.?

It is my understanding that the NHTSA engineers review all complaint submissions but only contact the manufacturer after it is determined that the problem is a "trend". Are not complaints since 2006 a "trend"??? Excuse me, the NHTSA-DOI needs to **wake up and see to it that lives are not taken due to a required safety feature on any vehicle!!**

Should you have any questions about this matter, or want to discuss anything about this issue, I can be contacted at [REDACTED] or at the above address. Please note that I will not be available by phone until after December 24, 2012.

Hoping for a quick and reliable solution, I am

[REDACTED]

Lexington SC

COLUMBIA, SC 299

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