


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

		<p align="center"><b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b>                  DOT Auto Safety Hotline  <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>FEB 28 2013</b> 24-JAN-2013		Repository <input type="checkbox"/> Reference No. 10494573 <b>CASE# 512499</b>	
<p align="center"><b>OWNER INFORMATION (Type or Print)</b></p>							
Name		Address		Daytime Telephone Number		E-mail Address	
City		State		Zip Code		Evening Telephone Number	
EAST MORICHES		NY					
<p><i>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).</i></p>							
<p align="center"><b>VEHICLE INFORMATION</b></p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
2MEFM75W15X				MERCURY		GRAND MARQUIS	2005
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
4/2005					No: Cylinders		
Original Owner		Dealer's City		State	Zip Code		
<input checked="" type="checkbox"/>							
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	
		<input type="checkbox"/>				Incident Date(s)	
		<input type="checkbox"/>				20-DEC-2012	
<p align="center"><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>							
Vehicle Component Code: LIGHTING (PWS)						Failure Mileage	Failure Speed
						20000	
<p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment		Failure Location:			
		<input type="checkbox"/> Prior Repair					
Tire Component Code					Tire Failure Type:		
<p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<p align="center"><b>APPLICABLE INCIDENT INFORMATION</b>                  (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</p>							
Crash		Fire		Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0	0	N	
<p><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).</p>							
<p>TL* THE CONTACT OWNS A 2005 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE HEADLIGHTS MALFUNCTIONED AND FLICKERED ON AND OFF THEN EVENTUALLY FAILED COMPLETELY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC. AFTER DIAGNOSIS, THE CONTACT WAS ADVISED THAT THE LIGHT MODULE HAD FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 20,000. THE CURRENT MILEAGE WAS APPROXIMATELY 24,000.</p>							
24,000		24,000					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float:right">ATTACH ADDITIONAL SHEETS IF NECESSARY</span></p>							
<p>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.</p>							

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

After at least 10 calls to customer service I was advised my part would be available around about 3/18. Ford obviously feels that they have no obligation & that it's OK for me not to have a car for 3 months. I have been told that the 3/18 date is an approximate date & it could be later. Under these conditions, I was forced to have my car repaired by an outside mechanic at a cost of \$62500. My mechanic told me the 2005 Mercury is known to have a Module problem.

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

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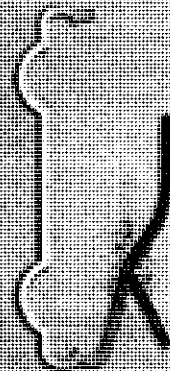
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**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

or call:

NHTSA Vehicle Safety Hotline  
888-327-4236

