

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		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	
OWNER INFORMATION (Type or Print)		Date Received 31-JAN-2013 MAR 13 2013	Repository <input type="checkbox"/> Reference No. 10495329
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City SPRINGFIELD	State VA	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 2MEHM75W44X		Make MERCURY	Model GRAND MARQUIS
		Model Year 2004	
Date Purchased 7/2005	Dealer's Name and Telephone Number <i>Chrysler Lincoln Mercury (Closed)</i>		Engine: No: Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City <i>Annandale</i>	State VA	Fuel Type: Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 31-DEC-2012 30
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage 80000	Failure Speed 50
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: DOTM4L9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2004 MERCURY GRAND MARQUIS. WHILE DRIVING APPROXIMATELY 50 MPH, THE HEADLIGHTS SUDDENLY FAILED. THE HEADLIGHTS BECAME OPERABLE WITHIN TEN MINUTES. THE MALFUNCTION OCCURRED FOUR TIMES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER TWICE FOR THE SAME FAILURE. THE SECOND TIME A DIAGNOSTIC TEST WAS PERFORMED, THE TECHNICIAN STATED THE COMPUTER CHIP NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.			
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.			

3 March 2013

Randy Reid, Chief

Office of Defects Investigation

Enforcement

Dear Mr. Reid:

On 30 December 2012 at 5:30 a.m. left our home in Springfield, Virginia enroute to our winter home in Pawleys Island, South Carolina via Interstate 95. We left our driveway and half way down the block our headlights and dashboard lights went out. My wife tried to turn the auto switch to turn the headlights on manually and they did not come on. We turned around and went back home. Upon reentering the driveway the lights clicked back on.

We waited until light and drove down to South Carolina. On December 31, my wife took the car to Tideland's Ford Lincoln, 9387 Ocean Highway, Pawleys Island, South Carolina (843-237-3673) and explained to them what happened. That afternoon they called and said we could pick up the car as they had performed a multipoint inspection and could find nothing wrong with it. On January 5<sup>th</sup>, 2013 we went to 5:00 p.m. mass and about 6:10 p.m. were on our way back to our apartment when the headlights went off. We were on a very dark road with few streetlights and afraid to pull to the side as the shoulder of the road slopes to a ditch. After driving very slowly for about one half a mile the headlights clicked on. We made it to Highway 17 and went about a mile and the headlights clicked off again. We pulled into a store parking lot, turned the car off and then started it again and turned the headlights to manual. From there we made it home safely. That Monday my wife took it back to Tideland's Ford and explained what happened. That afternoon Tideland's called and said that the Lighting Control Module was defective and would need to be replaced. The part cost \$527.00 and with labor and taxes the total bill was \$843.62.

This prompted us to call Ford Motor Company at 1-800-392-3673 and after explaining what happened were given a case number and told someone would call us back. We received a phone call and again explained what happened and were told that there was nothing they could do about it but they would write up a report and send a copy to the National Highway Traffic Safety Administration. Upon calling a month later to see if a report

had been forwarded were told that the case was closed. Hence, our complaint to your organization.

At no time when the lights clicked off did an indicator on the dash board come on that says check lighting system. In searching the car manual there is nothing that says if this happens, don't drive the car and have your lighting system checked.

**DO YOU KNOW HOW DANGEROUS THIS IS.** When this first happened we could have been on Interstate 95, in the dark, driving 70 miles an hour. How many fatal accidents have happened on the highways because the lights went out on a car and it was hit by a truck or another car because the lights went off. In researching online, it seems that this is a very common problem with Crown Victoria's and Grand Marquis vehicles.

Who knows how many other vehicles besides Ford has this happened to. We feel that Ford has been irresponsible and has just written this off as us being just another pesky customer.

We would appreciate you looking into this and keeping us apprised of any information you discover on this matter.

Sincerely,

[Redacted signature]

[Redacted address line]

[Redacted address line]

Springfield, VA [Redacted]

VA [Redacted]

SC [Redacted]

*Will be home in VA - on 28 March*

[REDACTED]  
Springfield, VA [REDACTED]

COLUMBIA SC 290

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Randy Reid, Chief  
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National Highway Traffic Safety  
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