 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received APR 24 2013</p> <p>14-MAR-2013</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10502786</p>	
<p>OWNER INFORMATION (Type or Print)</p>							
Name		Address		City		State	
[REDACTED]		[REDACTED]		METHUEN		MA	
Zip Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
<p>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).</p>							
<p>VEHICLE INFORMATION</p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
2MEFN174W75X [REDACTED]				MERCURY GRAND MARQUIS		GRAND MARQUIS	2005
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
[REDACTED]		Best Ford 1-603-889-0161		No: Cylinders		Regular	
Original Owner		Dealer's City		State	Zip Code	8	
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
Automatic		<input type="checkbox"/> Cruise Control		[REDACTED]		1 Intermittent	
Incident Date(s)		01-DEC-2012		480-13 +		To	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>							
Vehicle Component Code: LIGHTING (PWS) <i>Light Control module</i>						Failure Mileage	Failure Speed
<i>ALL life work except Head Lights</i>						103000	Plus
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code		Tire Failure Type:					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured		Number of Deaths	Reported to Police
				0		0	N
<p>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).</p>							
<p>TL* THE CONTACT OWNS A 2005 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE HEADLIGHTS WOULD FAIL INTERMITTENTLY. THE VEHICLE WAS TAKEN TO THE DEALER BUT WAS NOT DIAGNOSED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 103,000. THE CURRENT MILEAGE WAS APPROXIMATELY 104,000. THE VIN WAS UNAVAILABLE. *TR</p>							
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>				<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</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 to 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)

How was this CAR passed for inspection when the Headlights will not go on & off when you use light Switch? But will go off without WARNING at any time Day or night. I was Told That a Replacement part will do The same in due Time after instalation. The part is not Cheap at over \$500⁰⁰ plus instalation. The Ford motor Company doesn't take matters over. The Telephone, they Requirment the Dealer, I would not send

ATTACH ADDITIONAL SHEETS IF NECESSARY

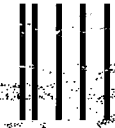
my worst Enemy to The dealer. I am sorry that I did buy The car From them.

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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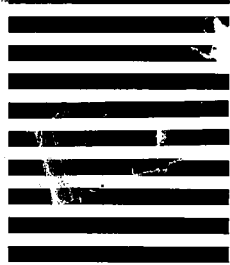
01 APR 2015 1111

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

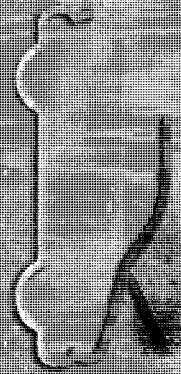
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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**



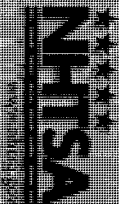
Think your vehicle has a safety defect?



If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Defects Questionnaire (VQCR)
U.S. Department of Transportation
National Highway Traffic Safety Administration