

 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		DOT Auto Safety Hotline FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print)		Date Received MAY 28 2013 12-APR-2013		Repository ☐ Reference No. 10508080	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number			
City FOLEY State AL Zip Code [REDACTED]					
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 2MEFM74W1YX [REDACTED]		Make MERCURY		Model GRAND MARQUIS	
		Model Year 2000			
Date Purchased 08/11/2008		Dealer's Name and Telephone Number MAXIE PRICE		Engine: No: Cylinders 8	
Original Owner ☐		Dealer's City Lafayette		Fuel Type: Regular	
Transmission Type Auto		Antilock Brakes ☐ Powertrain Cruise Control ☐		Multiple Failure: Incident Date(s) 01-APR-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS) Intake Manifold - Defective 3 Cracks				Failure Mileage 132208	
				Failure Speed 35	
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: DOTM9ABC036)		☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ 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 2000 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE VEHICLE OVERHEATED WHILE DRIVING 35 MPH. THE CONTACT NOTICED FLUID LEAKING FROM UNDERNEATH THE VEHICLE. THE CONTACT TOOK THE VEHICLE TO A LOCAL MECHANIC WHERE IT WAS FOUND THAT THERE WAS A COOLANT LEAK. THE MECHANIC STATED THAT THERE WERE THREE CRACKS ON THE INTAKE MANIFOLD. THE MECHANIC REPLACED THE INTAKE MANIFOLD. THE FAILURE MILEAGE WAS 132, 208.					
These manifolds were known to be defective By Ford, They were proactively removed prior to failing, from Fleet vehicles.					
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.					

See P 1, 2, 3, 4 Supporting Documentation

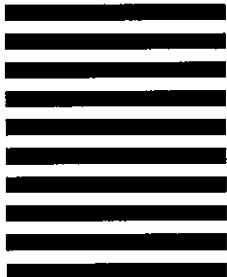
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ATTACH ADDITIONAL SHEETS IF NECESSARY

See PAGE 1, 2, 3, 4 Supporting Documentation



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

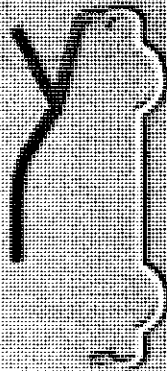
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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



US 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

to: NHTSA
From: [REDACTED]

PAGE 4

Regarding My Mercury Grand Marquis, and known evidence of defective intake manifolds. 05/13/13
Supporting documentation: Repair Records, and verification of three Cracks, NHTSA Complaint

I bought my 2000 Mercury Grand Marquis in 2008, and dutifully checked the carfax, and also dutifully checked with the local Ford dealer regarding any recalls. There were no recalls. Just prior to April 1, 2013, I noticed a staining of the cardboard that I had placed beneath my car, just in case any oil ever leaked. I noticed a puddle of fluid. I took the cardboard immediately to the Mechanic, Trax Tires, where they immediately knew it was coolant. Three manifold cracks were noted, causing the leak. I had noticed the car fan coming on, and fortunately was close to the repair facility, and the engine was not damaged.

However, had I been on the road to Atlanta transporting my grandchildren, as I frequently do, back and forth, and the car had been going 70 miles per hour, and I had noticed the fan coming on a lot, I would have been in a terribly dangerous situation. Pulling over to the side of a major interstate is very dangerous, many people have died doing just that. Also I am female and two little girls with me, which puts me at even greater risk. My engine could have been ruined and I would have been stranded with two little girls. If it had been at night it would have been far more dangerous.

Now, a little Ford history for you. Ford proactively removed theses known to be defective intake manifolds from fleet vehicles, before they every failed due to cracks. Why....because they knew they were defective, and Ford cared about future business, thus they proactively replaced them with a stronger manifold, with alloy, rather than just plastic which is ridiculous on its face. This is proof positive that they knew these plastic manifolds would fail, and thus wanted to preserve the fleet business, and thus proactively removed them. On the other hand those individual owners had to fight for compensation, there was a lawsuit, with some settlements, the time span was over in 2006.

Thus my purchase in 2008 of a 2000 vehicle, with no recalls, was at risk, and apparently Ford cares nothing about women and children on the road with defective parts which could potentially burst suddenly, and cause an engine to go out at high speeds, stranding the woman and children at huge risk., on an interstate in grave danger of being hit, and at the mercy of any malicious bystander.

This is unbelievable and unconscionable, to say the least, that to know of a problem, very safety related, placing owners at huge risk, while proactively removing defective manifolds from fleet cars because they wanted future business, is proof positive of the intent, and the lack of integrity of the company. I expect full compensation for the repair and damages due to the huge risks that my grandchildren and myself and other drivers are being knowingly exposed to without their knowledge.

I will expect prompt attention to this matter from Ford, compensation for the repair and damages for personal risk that my family and I have been exposed to over the years. This is not the way to do business, When you know of a problem, you step up to the plate, and do the right thing, you do not do back room deals with fleet vehicle sales customers, while endangering the general public, Foreknowledge of such a defect without prompt action, and documented recalls. constitutes gross negligence. You know you should have done a recall, and by not doing so, you endangered a loyal customer, and need to do the right thing now, and process a recall for those still in danger.

[REDACTED] 5/13/13



TRAX TIRE #109
3908 Gulf Shores Parkway
Gulf Shores, AL 36542
Phone: (251) 967-2385

www.traxtires.com



NAME: [REDACTED]

ADDRESS: [REDACTED]

FOLEY, AL [REDACTED]

PHONE: [REDACTED]

WORK: [REDACTED]

(P1)
10508040
cent
1075115A

CUSTOMER OR ESTIMATE COPY

INVOICE NO: 9031526

DATE:

APRIL 01, 2013

P.O. NO:

VIN 2MEFM74U1YX [REDACTED]

PERSON	TYPE	YEAR	MAKE	MODEL	LICENSE	MILEAGE	TIME PROMISED
P.		2000	MERCURY	GRAND MARQUE	[REDACTED]	132,208	04/01/2013
STOCK NO	DESCRIPTION	TC	SLS	LABOR	FET	PRICE	TOTAL
DP-6001187-N	INTAKE MANIFOLD		745			411.99	411.99
DP-F8AZ18840	UPPER INTAKE TUBE		45			69.99	69.99
	check for coolant leak		745				
	INSTALL INTAKE MANIFOLD	624	745	90.00			405.00
COU	COUPON DISCOUNT		745	50.00			50.00
	PARTS HAVE WARRANTY OF 12 MO		745				
	LABOR WARRANTY IS 12 MONTHS		745				
	SUPPLY CHARGES			28.40			28.40

incorrect
see P.2
corrected
warranty
for parts
"Lifetime"
is correct

DATE: 987.12		SERIAL NUMBERS		LR	TAXABLE SUBTOTAL	481.98
AUTHORIZED BY:		LF	R.R.		SALES TAX	48.20
I acknowledge notice and oral approval of an increase in original estimated price.		R.F.	SPARE		NONTAXABLE/LABOR TOTAL	383.40
INITIALS:				PLEASE PAY THIS AMOUNT	513.58	
TIME:				CHECK # 913.58	OK # 10146	
PRINTED		DO NOT WANT OLD PARTS RETURNED PARTS ARE NEW UNLESS SPECIFIED		FOR OFFICE USE ONLY		

This estimate is based on our inspection at this time and does not cover additional parts or labor which may be required after the work has been started. After the work is started, worn or damaged parts which are not evident on first inspection may be discovered. This estimate cannot cover such contingencies in cases where additional work is deemed necessary. Customer authorization will be secured prior to commencement of that additional work. This estimate expires 15 days from date of issue. I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control nor for damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control. We acknowledge receipt of stated goods/services and agree to pay the amount shown as total. Should collection efforts be required by seller to collect said sum, we agree to pay all costs of collection, including attorney fees, court costs, and interest.

SIGNATURE:

577844

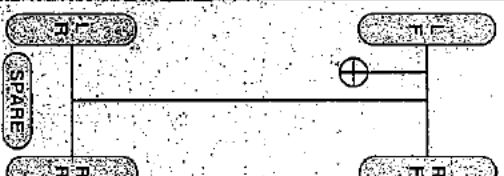
AUDIT CONTROL NO



VIN 2MEFM74W1YX

SPERSON	TYPE	YEAR	MAKE	MODEL	LICENSE	MILEAGE	TIME PROMISED			
J. P.		2000	MERCURY	GRAND MARQUI	[REDACTED] AL 132, 200		04/01/2013			
Y	STOCK NO.	DESCRIPTION			TC	SLS	LABOR	FET	PRICE	TOTAL
		PARTS HAVE LIFETIME WARRANTY CORRECTION TO INVOICE #90315				745 745				

[illegible]

DATE: 0.00	SERIAL NUMBERS	L.R.	TAXABLE SUBTOTAL	0.00
AUTHORIZED BY:	L.F.	R.R.	SALES TAX	0.00
knowledge notice and oral approval of an increase in the original estimated price.	R.F.	SPARE	NONTAXABLE/LABOR TOTAL	0.00
USED INITIALS:			PLEASE PAY THIS AMOUNT	0.00
DATE:			TIME:	
DATE PRINTED				
I DO ☐ DO NOT WANT OLD PARTS RETURNED PARTS ARE NEW UNLESS SPECIFIED				

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SIGNATURE:

FOR OFFICE USE ONLY

577845

AUDIT CONTROL NO



TRAX TIRE #109
3908 Gulf Shores Parkway
Gulf Shores, AL 36542
Phone: (251) 967-2385

www.traxtires.com



NAME: [REDACTED]

ADDRESS: [REDACTED]

FOLEY, AL [REDACTED]

PHONE: [REDACTED]

WORK: () -

ORIGINAL

INVOICE NO: 9032322

DATE:

MAY 07, 2013
ACCT. NO:

P.O. NO:

VIN 2MEFM74W1YX [REDACTED]

SALESPERSON	TYPE	YEAR	MAKE	MODEL	LICENSE	MILEAGE	TIME PROMISED
F. M.		2000	MERCURY	GRAND MARQUI	[REDACTED] AL132,208		05/07/2013

QTY.	STOCK NO.	DESCRIPTION	TO	SLS	LABOR	FET	PRICE	TOTAL
		Recommendations IN REFERENCE TO REPAIR INVOICE# 9031526, INTAKE MANIFOLD HAS CRACKS IN THREE DIFFERENT PLACES CAUSING A MAJOR COOLANT LEAKS LEADING TO HIGH COOLANT TEMP READING ON COOLANT TEMP GAUGE...						

ESTIMATE: 0.00

AUTHORIZED BY:

I acknowledge notice and oral approval of an increase in the original estimated price.

REVISED ESTIMATE INITIALS:

DATE: TIME:

NAME PRINTED: I DO NOT WANT OLD PARTS RETURNED ALL PARTS ARE NEW UNLESS SPECIFIED

SERIAL NUMBERS

L.R.

TAXABLE SUBTOTAL

0.00

L.F.

R.R.

SALES TAX

0.00

R.F.

SPARE

NONTAXABLE/LABOR TOTAL

0.00

PLEASE PAY THIS AMOUNT

0.00

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SIGNATURE:

FOR OFFICE USE ONLY

581518

AUDIT CONTROL NO.



U. S. Dept. of TRANSPORTATION
NATIONAL Highway Traffic
Safety Administration NV5-210
1200 New Jersey Ave SE
Washington, DC
20077-9382

W48-226

