


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

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received NOV 15 2013 25-SEP-2013	Repository <input type="checkbox"/> Reference No. 10545326		
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address		
Address [REDACTED]		Evening Telephone Number			
City WAYNESBORO	State VA	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 2MEFM74W24X [REDACTED]		Make MERCURY	Model GRAND MARQUIS	Model Year 2004	
Date Purchased 2-29-2012	Dealer's Name and Telephone Number PAUL OBAUGH 540-851-4800		Engine: No: Cylinders 4, 6L V8 EFI	Fuel Type: REG. UNLEADED	
Original Owner <input type="checkbox"/>	Dealer's City STAUNTON	State VA	Zip Code		
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain YES	Multiple Failure: HEADLIGHTS	Incident Date(s) 11-SEP-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: LIGHTING (PWS)			Failure Mileage 108728	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: DOTM19ABC036)	<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. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THE HEADLIGHTS FAILED. THE VEHICLE WAS STOPPED AND THE LIGHTS WOULD ILLUMINATE AT RANDOM INTERVALS. THE CONTACT HAD TO HOLD THE HIGH BEAM LEVER IN THE ON POSITION IN ORDER TO SEE THE ROADWAY. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE LIGHTING CONTROL PROCESSOR WOULD NEED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 113,000 108728. The vehicle has been repaired. Enclosed is a copy of the repair bill.					
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 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.					

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

We were driving home one evening & noticed that our headlights were not working. We stopped at a Auto Store & they checked the fuses & said they were fine. The bright lights did work, but would not stay on unless you held the handle on. We had to drive about 45 miles home holding the handle for the bright lights to stay on, while we were driving. We just prayed that we made it home without the bright lights going out. The next day I went online & found over 100 people having the same problem with Mercury Grand Am & Crown Victorias.

ATTACH ADDITIONAL SHEETS IF NECESSARY

See attached page 2

U.S. Department
of Transportation

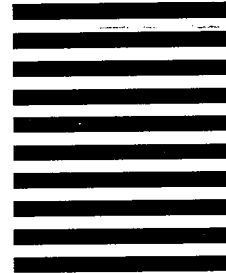
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

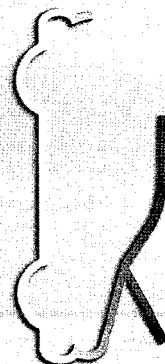
WASHINGTON, DC

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 Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



We then called Ford
Manufacturer ^{on} 9/25/13
We spoke to Debbie she
said to report this
incident to you NHTSA.

Our case # with Ford
is # CAS-3275064-B2B5MS

We called again on 11/4/13
to verify the report &
spoke to Mitzi.

We had our car fixed
we had to replace the
lighting control module.
The cost was \$746.02. A copy
of the bill is enclosed.

Over →

- 3 -

We were lucky we did not have a accident. I do believe that there should be a recall before some one get hurt. Having your lights go off while driving could cause a disaster.

Sincerely

Waynesboro Va

Jim Snead Ford

2401 W. Main Street - P.O. Box 1848
Waynesboro, VA 22980
(540) 932-3200 - Fax: (540) 932-3221

Headlights

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
9/19/13	6021292/1
R/O Close Date	Status
9/27/13	Final
Mileage In	Mileage Out
108728	108728

Service Advisor / Tag #
DOUG KERSHNER/*W*

WAYNESBORO, VA			Work Phone	Vehicle Identification Number	
			Home Phone	2MEFM74W24X	
Year	Make	Model	Body	Color	License Number
2004	MERCURY	GRAND MARQUIS	4DR SDN GS		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - MISC: MISC(TYPE IN DESC) CUSTOMER STATES INTERMITTENTLY HEADLAMPS WILL NOT WORK Work performed by KELLON WORTH (KW) Installed 4W7Z 13C788 BC :PROCESSOR - LIGHTING CON 1@537.53 VERIFIED CUSTOMERS CONCERN. FOLLOWED PINPOINT TEST A1-A4 AND WAS INSTRUCTED TO REPLACE THE HEADLAMP SWITCH. REPLACED HEADLAMP SWITCH AND CONCERN WAS STILL PRESENT. CONTACTED FORD HOTLINE AND WAS INSTRUCTED TO REPLACE THE LIGHTING CONTROL MODULE. REPLACED LCM AND CONCERN IS NO LONGER PRESENT Sub Total: 697.53</p>	<p>160.00 537.53</p>
<p>#2 - 99P: PERFORM QC INSPECTION Corrected byGBATT: CHECKED AND OK Work performed by KELLON WORTH (KW) Corrected byGBRAKE: CHECKED AND OK Work performed by KELLON WORTH (KW) Corrected byGTIRE: CHECKED AND OK Work performed by KELLON WORTH (KW) Sub Total: .00</p>	

PAID
SEP 27 2013

<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."</p> <p>DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p> <p>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.</p> <p>X</p>	LABOR	160.00
	PARTS	537.53
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	20.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	28.49
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	746.02
	CREDIT CARDS	746.02