

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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		FOR AGENCY USE ONLY 100148 Date Received NOV 12 2013 08-OCT-2013		Repository ☐ Reference No. 10547270	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
OZARK		MO					
<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>							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	
2MEHM75W15X				MERCURY		GRAND MARQUIS	
Date Purchased		Dealer's Name and Telephone Number		Engine		Fuel Type	
29 July 2005		Campbell Ford (417) 581-		Reno 4.6		Gas	
Original Owner		Dealer's City		No. Cylinders			
☒		Ozark		8		EFI	
Transmission Type		Antilock Brakes		State		Zip Code	
Auto		☒		MO		65721	
		Cruise Control		Multiple Failure:		Incident Date(s)	
						28-SEP-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 140000 AIR BAGS						Failure Mileage	
						94300	
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)		☐ Original Equipment		Failure Location:			
		☐ Prior Repair					
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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>							
Crash		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No		0		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 2005 MERCURY GRAND MARQUIS. THE CONTACT STATED UPON STARTING THE IGNITION, THE AIR BAG WARNING INDICATOR ILLUMINATED CONTINUOUSLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THE FRONT PASSENGER'S SIDE SEAT BELT PRETENSIONER WAS REPLACED. THE FAILURE RECURRED ONE YEAR LATER, WHICH WOULD REQUIRE THE FRONT DRIVER'S SIDE SEAT PRETENSIONER TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE DEFECT AND THEY INFORMED THE CONTACT THAT THE STEERING WHEEL AIR BAG MAY NOT DEPLOY SUFFICIENTLY IN THE EVENT OF A CRASH UNLESS THE REPAIR WAS PERFORMED. THE APPROXIMATE FAILURE MILEAGE WAS 94,300.							
Please note addition on back.							
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.							

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

The function of the seat belt was not impaired by the failure of the pretensioner. Only the function of the air bag was impaired. However, to replace the pretensioner, one must replace the entire seat belt which was functioning at a level of 100%. I feel this is a poorly engineered product and one that creates a safety hazard in the event of an accident when the pretensioner fails.

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

Official Business
Penalty for Private Use \$300



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IN THE
UNITED STATES**



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

