 <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</p> <p>09-OCT-2013</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10547420</p>			
<p>OWNER INFORMATION (Type or Print)</p>				<p>Daytime Telephone Number</p> <p>Evening Telephone Number</p>	
<p>Name</p>		<p>Address</p>		<p>E-mail Address</p>	
<p>City</p> <p>KISSIMMEE</p>		<p>State</p> <p>FL</p>		<p>Zip Code</p>	
<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>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>2MEFM74V96X</p>			<p>Make</p> <p>MERCURY</p>	<p>Model</p> <p>GRAND MARQUIS</p>	<p>Model Year</p> <p>2006</p>
<p>Date Purchased</p> <p>7/16/06</p>	<p>Dealer's Name and Telephone Number</p> <p>Longwood Lincoln/Mercury 407-322-4884</p>			<p>Engine:</p> <p>No: Cylinders</p> <p>8</p>	<p>Fuel Type:</p> <p>Gas Flexfuel</p>
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>	
<p>Transmission Type</p> <p>Auto/96</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>4.6L OHC 5EFIV8</p>		<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>25-SEP-2013</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 140000 AIR BAGS</p>				<p>Failure Mileage</p> <p>38000</p>	<p>Failure Speed</p> <p>30</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<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 2006 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHILE DRIVING 30 MPH, THE DRIVER'S SIDE AIR BAG WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE IT WAS STATED THAT THE DRIVER'S SIDE PRETENSIONER FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 38,000. THE VIN WAS NOT AVAILABLE.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. 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 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>					

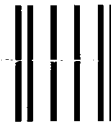
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

When we took the car to the dealer, we were told that a small spring in the seat belt harness broke and the only way to repair it is to replace the entire seat belt harness at a cost of between \$500 to \$600. We spoke to another individual that had the same problem. They had it repaired and in less than 2 months it failed again. Needless to say they were not happy and Ford would not repair it without a new full charge for the repair. It appears that this is a common problem which should be addressed or a simple, inexpensive repair needs to be found. A \$1.50 spring should not require \$500 to fix.

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

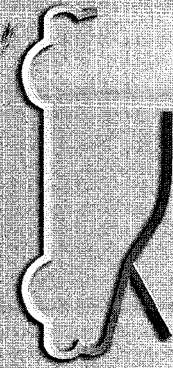
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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