

DEC 30 2013

 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 21-NOV-2013	Repository ☐ Reference No. 10553195
OWNER INFORMATION (Type or Print)		Daytime Telephone Number	
Name		E-mail Address	
Address		Evening Telephone Number	
City	State	Zip Code	
BECKLEY	WV		
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 drivers side		Make	Model
2MEBM7FV5BX		MERCURY	GRAND MARQUIS
Model Year		2011	
Date Purchased	Dealer's Name and Telephone Number		Engine:
1-21-11	Berglund - Bedford Va. 540-586-8281		No: Cylinders 8
Fuel Type:	Gas		
Original Owner	Dealer's City	State	Zip Code
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
Auto	☒ Cruise Control		Incident Date(s) 23-OCT-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 010000 STEERING		Failure Mileage	Failure Speed
		30000	0
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 ☐ 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	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 2011 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 13V385000 (STEERING). THE MANUFACTURER WAS CONTACTED AND ADVISED THAT THE PART WAS NOT AVAILABLE FOR REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS 30,000. Purchased from Berglund Automotive Bedford Va 540-586-8281 Repair Attempted At Ramey Automotive Beckley w 304-256-7400 As of 11-10-13 parts are available in warehouse (per Joe at Ramey but Ford will not release them so Repair can be Completed. Please build a fire under Ford to fix this problem			
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.			