

FEB 25 2014



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	Repository <input type="checkbox"/>
24-JAN-2014	Reference No. 10561314

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number		E-mail Address
Address	Evening Telephone Number		
City	State	Zip Code	

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	Make	Model	Model Year
2MEFM75W15X	MERCURY	GRAND MARQUIS	2005
Date Purchased	Dealer's Name and Telephone Number		Engine:
Original Owner <input type="checkbox"/>	Dealer's City	State	No: Cylinders
Transmission Type	Powertrain	Multiple Failure:	Incident Date(s)
<input type="checkbox"/> Antilock Brakes			04-OCT-2011
<input type="checkbox"/> Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: VISIBILITY/WIPER (PWS)	Failure Mileage	Failure Speed
	39000	

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: DOTMAL9ABC036)	<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
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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 THAT THE CLIMATE CONTROL DIAL FAILED AND AS A RESULT HE WAS UNABLE TO ADJUST THE TEMPERATURE IN THE VEHICLE AND THE DIRECTION HE WANTED THE AIR TO BE DIRECTED TOO. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN DIAGNOSED THAT THE HEATER BOX NEEDED TO BE REPLACED, THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 39,000 AND THE CURRENT MILEAGE WAS 58,000, AND IT OCCURRED A 2ND TIME,

see attached

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.

Attached are two bills showing the repairs and costs associated with the repairs. Also is a diagram of the heater plenum which is the part that has failed twice. I have circled the location of the failure. The full part number of the plenum is 6W7Z-18471-DA. The part that fails is the plenum door to the defroster.

There are several other important aspects to these failures:

1-When a door fails in the plenum the Automatic Temperature Control defaults the system to divert air to defrost because that is the door that brakes. In the event of a snowstorm this leads to icing of the outside of the windshield and the windshield wipers making it hazardous to drive.

2-This particular door in the plenum is designed to fail because the hinge is molded plastic. There were and are alternate ways to have engineered this door. The doors are activated by vacuum solenoids. On one end of this door the solenoid is attached to the door with a link and pin mechanism. This part of the door did not fail in either failure. If Ford engineers had the same pin arrangement on the other end of this door failure would not be near as likely.

3-In another engineering feat Ford engineers put this plenum behind the dashboard and not in the engine compartment. The dashboard is one piece and the entire dashboard has to be removed to replace the plenum. Further, the failed door cannot be replaced because no modified hardware is available. Therefore the cost to the customer, just for the replacement part, is now nearly \$300 instead of using Ford providing parts to modify the door and replace it back in the plenum. How much would a pin and link and pin mechanism with instructions cost?

[REDACTED]

2/10/14



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2005 Mercury Grand Marquis ▼

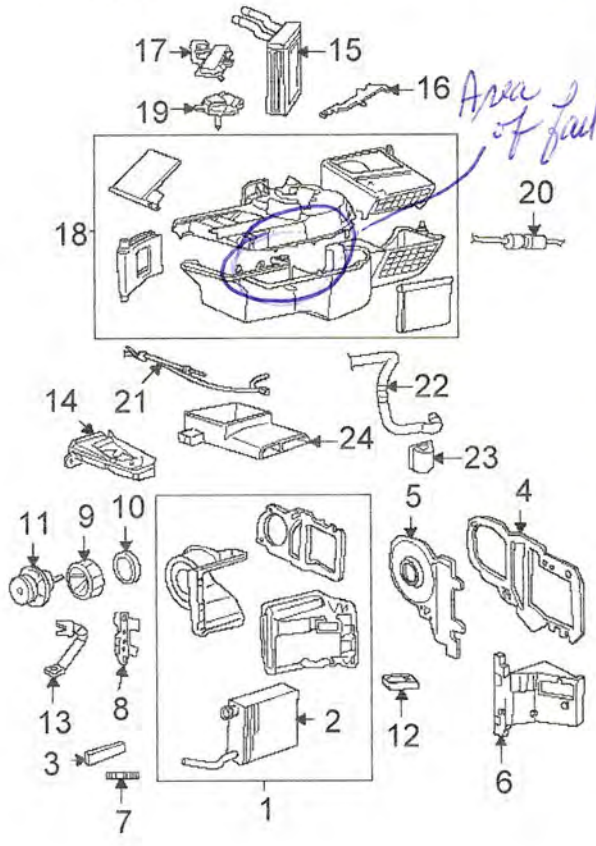
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2005 Mercury Grand Marquis > HVAC > **EVAPORATOR & HEATER COMPONENTS**

EVAPORATOR & HEATER COMPONENTS Auto Parts


HVAC/EVAPORATOR & HEATER COMPONENTS for 2005 Mercury Grand Marquis

EVAPORATOR & HEATER COMPONENTS ▼



No.	Part Number	Description	List Price	Our Price
1	3W7Z-19850-DA	EVAPORATOR ASSY AUTO TEMP CONTROL	\$234.07	\$291.49
2	5W7Z-19850-CA	EVAPORATOR ASSY MANUAL AC	\$253.56	\$292.55
2	3W7Z-19860-AA	EVAPORATOR CORE	\$168.87	\$189.44
3	F4VY-19A672-A	EVAPORATOR CORE SEAL	\$14.16	\$7.98
4	FOVY-19C593-A	EVAPORATOR CORE GASKET	\$25.44	\$28.03
5	F6VZ19A586AA	EVAPORATOR CORE MOUNT PLATE	-	-
6	3W7Z-19B656-AA	EVAPORATOR CORE INSULATOR	\$20.00	\$24.20
7	F5DZ-19D990-AB	ORIFICE	\$6.56	\$6.29
8	4W7Z-19A579-A	SUPPORT BRACKET EVAPORATOR TUBE	\$11.11	\$5.08
9	4W7Z-19805-AA	BLOWER MOTOR	\$50.80	\$54.51
10	D9AZ-18N260-A	BLOWER MOTOR SEAL	\$11.60	\$9.24
11	XF3Z-18504-AA	WHEEL	\$11.26	\$33.84
12	FBVZ-19E624-BC	CONTROL ASSY W/AUTO AC, KIT	\$248.19	\$204.53
12	8W7Z-19E624-A	CONTROL ASSY W/AUTO AC, CONTROL ONLY	\$144.10	\$85.38
13	D9AZ-19A786-A	TUBE ASSY HOUSING TO BLOWER	\$19.85	\$8.27
14	F2AZ-19C928-A	AIR INLET SCREEN	\$12.05	\$18.23
15	YW7Z-18476-AA	HEATER CORE	\$534.38	\$79.29
16	YW3Z-18658-AA	HEATER CORE SEAL	\$12.68	\$30.26
17	F6AZ-18B300-AA	COVER	\$23.44	\$16.14
18	6W7Z-18471-DA	AIR CHAMBER ASSY	\$211.44	\$226.51
19	XW7Z-19E616-BA	ACTUATOR ASSY AUTO TEMP CONTROL	\$87.61	\$57.68
19	AW7Z-19E616-A	ACTUATOR ASSY MANUAL AC	\$83.28	\$62.15
20	6W7Z-18A318-BA	VACUUM MOTOR #1	\$26.22	\$19.62
20	6W7Z-18A318-AA	VACUUM MOTOR #2	\$20.20	\$13.51
21	8W7Z-19C827-A	VACUUM HARNESS	\$11.40	\$29.16
22	7W7Z-19D888-A	HOSE & TUBE ASSY TEMP CNTRL SENSOR	\$17.63	\$13.93
23	1W7Z-19B739-AA	HOSE & TUBE ASSY SEAL	\$12.06	\$14.22
24	3W3Z-18C433-AA	LOWER DUCT	\$12.80	\$25.88
N/A	4W7Z-19A706-A	RESISTOR W/MANUAL AC	\$40.99	\$27.01

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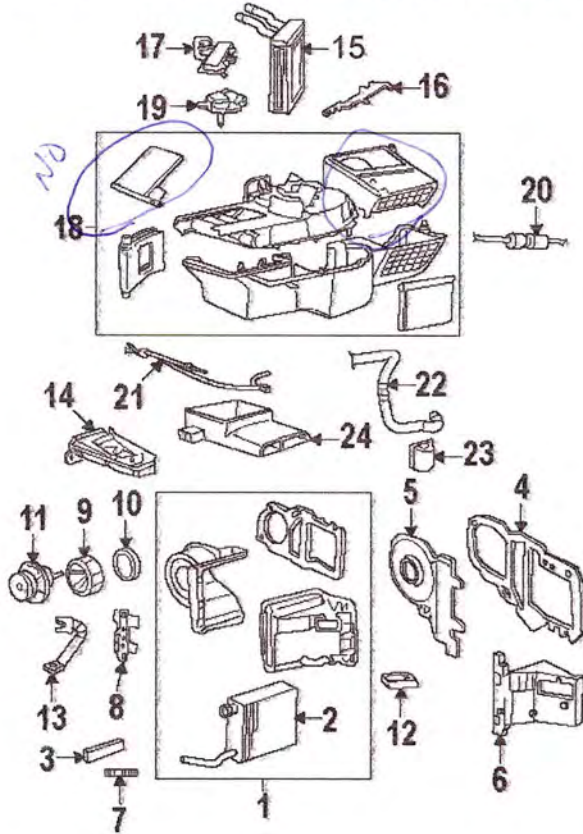
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[2005 Mercury Grand Marquis](#) > [HVAC](#) > [HEATER](#)

HEATER Auto Parts

HVAC/HEATER for 2005 Mercury Grand Marquis

HEATER ▼



No.	Part Number	Description	List Price	Our Price
15.	YW7Z-18476-AA	HEATER CORE	\$134.18	\$79.29 (4)
ALL MODELS				

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 D/B/A M. ALBERT & SON AUTO REPAIR
 645 Rt. 52
 BEACON, NY 12508
 (845) 831-6903
 Lic. # 7046403

NAME		DATE OF ORDER	
[REDACTED]		1/23/14	
ADDRESS		56379	
CITY, STATE, ZIP			
HOME PHONE	BUS. PHONE	EXT.	DATE PROMISED
[REDACTED]			
CUSTOMER'S ORDER NUMBER	ORDER WRITTEN BY	LICENSE NUMBER	
MOTOR NUMBER		ODOMETER	
		58064	

YEAR, MAKE AND MODEL
 05 MAZDA

SERIAL NUMBER

QTY.	PART NO. AND DESCRIPTION	AMOUNT	DESCRIPTION OF WORK	AMOUNT
1	OE HEATER BOX WITH ALL DOORS	599.00	<input type="checkbox"/> LUBE <input type="checkbox"/> CHG. OIL <input type="checkbox"/> OIL FILTER <input type="checkbox"/> TUNE UP <input type="checkbox"/> TRANS. <input type="checkbox"/> DIFF. Labor - 1 1/2 hr. for coming out of vents for all tanks. Not Switzer found + removed. Blotter Heater box door as part of heater box	125.00
TOTAL PARTS			_____ LITERS/GALS. OF GAS @ _____ LITERS/QTS. OF OIL @ _____ kg/LBS. OF GREASE @	599.00
ACCESSORIES			TOTAL LABOR	125.00
			TOTAL PARTS	599.00
			ACCESSORIES	
			GAS, OIL AND GREASE	120.00
			SUBLET REPAIRS	
			EPA / WASTE DISPOSAL	
TOTAL ACCESSORIES			TAX	58.73
			TOTAL	781.53

THANK YOU

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 (845) 831-6903
 Lic.# 7046403

NAME		DATE OF ORDER	
[REDACTED]		10/5/11	
ADDRESS		53011	
CITY, STATE, ZIP			
HOME PHONE	BUS. PHONE	EXT.	DATE PROMISED
CUSTOMER'S ORDER NUMBER	ORDER WRITTEN BY	LICENSE NUMBER	
		[REDACTED]	
SERIAL NUMBER	MOTOR NUMBER	ODOMETER	
		47780	

YEAR, MAKE AND MODEL
 05 MERC

QTY.	PART NO. AND DESCRIPTION	AMOUNT	DESCRIPTION OF WORK	AMOUNT
1	NEW ORIGINAL HEATER BOX + GASKET	288 ⁷⁰	<input type="checkbox"/> LUBE <input type="checkbox"/> CHG.OIL <input type="checkbox"/> OIL FILTER <input type="checkbox"/> TUNE UP <input type="checkbox"/> TRANS. <input type="checkbox"/> DIFF. LABOR - CK FOR BLOWER coming out panel, run	
1	FRONT DISC PAD SET CERAMIC PADS	84 ⁴⁰	TEST, REMOVE DASH T. REPLACE BROKEN HEATER BOX (BROKEN DASH AS HIDE) 5.0	45 ⁰⁰
			LABOR - CK + REPLACE FRONT PADS, CLEAN + LUBE HARDWARE	100 ⁰⁰
			R-R ROT-AS 1.2	
			____ LITERS/GALS. OF GAS @	TOTAL LABOR 507 ⁰⁰
			____ LITERS/QTS. OF OIL @	TOTAL PARTS 373 ⁶⁰
			____ kg/LBS. OF GREASE @	ACCESSORIES 45 ⁰⁰
				GAS, OIL AND GREASE
				SUBLET REPAIRS 945 ⁶⁰
				EPA/WASTE DISPOSAL
				TAX 76 ⁸³
				TOTAL 1022 ⁴³
TOTAL PARTS		37360		
TOTAL ACCESSORIES		450		

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

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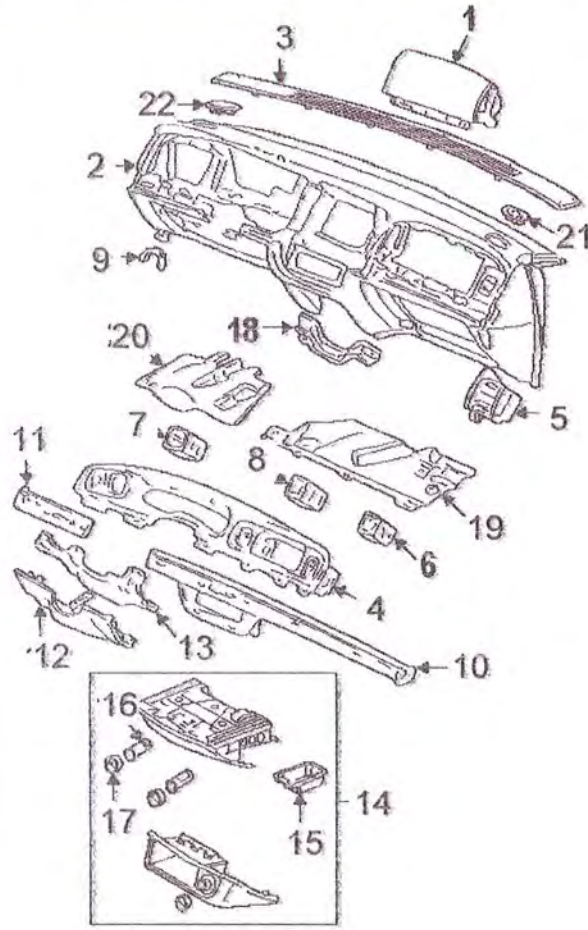
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2005 Mercury Grand Marquis > BODY HARDWARE > INSTRUMENT PANEL

INSTRUMENT PANEL Auto Parts

BODY HARDWARE/INSTRUMENT PANEL for 2005 Mercury Grand Marquis

INSTRUMENT PANEL



No.	Part Number	Description	List Price	Our Price
2	5W7Z5404320DAB	INSTRUMENT PANEL CHARCOAL	-	-
2	5W7Z5404320DAA	INSTRUMENT PANEL PARCHMENT	-	-
2	5W7Z5404320DAC	INSTRUMENT PANEL FLINT	-	-
3	5W7Z-54044E82-AAA	DEFROSTER GRILLE	\$267.00	\$253.51 ▼
4	5W7Z-54044D70-AAB	CLUSTER PANEL W/O ELECTRONIC GAUGES, CHARCOAL	\$182.97	\$182.97 ▼
4	5W7Z54044D70BAB	CLUSTER PANEL W/ELECTRONIC GAUGES, CHARCOAL	-	-
4	5W7Z54044D70BAC	CLUSTER PANEL W/ELECTRONIC GAUGES, LIGHT FLINT	-	-
4	5W7Z54044D70BAA	CLUSTER PANEL W/ELECTRONIC GAUGES, PARCHMENT	-	-
4	5W7Z-54044D70-AAC	CLUSTER PANEL W/O ELECTRONIC GAUGES, LIGHT FLINT	\$162.97	\$162.97 ▼
4	5W7Z-54044D70-AAA	CLUSTER PANEL W/O ELECTRONIC GAUGES, PARCHMENT	\$169.55	\$169.55 ▼
5	4W7Z5404338AAB	FINISH PANEL	-	-
7	F7AZ-19893-AA	VENT LOUVER LEFT	\$45.14	\$45.14 ▼
8	3W7Z-19893-AAA	VENT LOUVER RIGHT CENTER	\$35.26	\$35.26 ▼
8	3W7Z-19893-AAA	VENT LOUVER LEFT CENTER	\$35.26	\$35.26 ▼
9	F2AZ5401657A	INSULATOR	-	-
10	5W3Z54046A62AAB	TRIM MOLDING RIGHT GRAND MARQUIS, W/ADJUSTABLE PEDALS	-	-
11	5W3Z54046A63DAB	TRIM MOLDING LEFT GRAND MARQUIS, W/ADJUSTABLE PEDALS	-	-
11	5W3Z54046A63BAB	TRIM MOLDING LEFT GRAND MARQUIS, W/FIXED PEDALS	-	-
12	5W7Z5404459BAC	COLUMN COVER FLINT	-	-
12	5W7Z5404459BAA	COLUMN COVER PARCHMENT	-	-
12	5W7Z5404459BAB	COLUMN COVER CHARCOAL	-	-
13	5W1Z-5404502-BA	REINFORCEMENT	\$28.77	\$28.77 ▼
14	8W7Z-5404810-AD	ASHTRAY ASSY PARCHMENT	\$203.20	\$203.20 ▼
14	8W7Z-5404810-AE	ASHTRAY ASSY FLINT	\$191.69	\$191.69 ▼
15	3W7Z-5404821-AA	ASHTRAY ASSY INSERT	\$11.11	\$11.11 ▼
16	6W1Z-15052-A	LIGHTER ASSY	\$17.61	\$17.61 ▼
17	6W7Z-15055-A	SOCKET	\$13.53	\$13.53 ▼
19	5W7Z-54043A88-A	SOUND ABSORBER RIGHT	\$41.76	\$41.76 ▼
20	4W7Z-54043A89-AA	SOUND ABSORBER LEFT	\$33.41	\$33.41 ▼

21	YS3Z-54046A76-AAA CHARCOAL	DEFOGGER GRILLE RIGHT	\$15.07	\$14.92	
21	3W7Z54046A76AAA FLINT	DEFOGGER GRILLE RIGHT	-	-	
21	4W7Z-54046A76-AAA PARCHMENT	DEFOGGER GRILLE RIGHT	\$57.24	\$40.92	
22	YS3Z-54046A77-AAA CHARCOAL	DEFOGGER GRILLE LEFT	\$13.04	\$17.11	
22	4W7Z54046A77AAA PARCHMENT	DEFOGGER GRILLE LEFT	-	-	
22	3W7Z-54046A77-AAA FLINT	DEFOGGER GRILLE LEFT	\$19.60	\$15.53	

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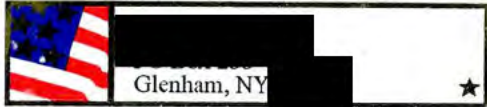
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