

OCT 2 - 2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148



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

Date Received	Repository <input type="checkbox"/>
06-JUN-2014	Reference No. 10596626

OWNER INFORMATION (Type or Print)			
Name	[Redacted]		
Address	[Redacted]		
City	State	Zip Code	Evening Telephone Number
LOUISVILLE	KY	[Redacted]	
E-mail Address NOEMAIL@UNK.GOV			

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 2MEHM75V36X [Redacted]	Make MERCURY	Model GRAND MARQUIS	Model Year 2006
Date Purchased 8-24-2006	Dealer's Name and Telephone Number Metropolitan Lincoln Mercury (out of business) *		Engine: No: Cylinders 8
Original Owner <input checked="" type="checkbox"/>	Dealer's City Louisville, KY	State KY	Zip Code [Redacted]
Transmission Type <input checked="" type="checkbox"/>	Antilock Brakes <input checked="" type="checkbox"/>	Powertrain	Multiple Failure: Incident Date(s) 19-JUN-2013
Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM	Failure Mileage 49000 50,000	Failure Speed 60-72 mph no brakes
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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 checked="" type="checkbox"/> Yes <input 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 Y
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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 2006 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT ALL OF THE ELECTRICAL COMPONENTS FAILED WHILE TRAVELING AT UNKNOWN SPEEDS. THE CONTACT HAD TO CRASH INTO A GUARDRAIL IN ORDER TO COME TO A STOP. A POLICE REPORT WAS FILED AND NO INJURIES WERE REPORTED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN WAS UNABLE TO DUPLICATE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE CURRENT AND FAILURE MILEAGE WAS 49,000.

* We are now going to Bill Collins Ford. Tele (502) 4599550.
4220 Bardstown Rd. Louisville, KY. 40218
we have received 3 recall notices but so far we haven't give the O.K. to repair the recall. The accident damage hasn't been repaired per our attorney. The Mercury sits at Bill Collins unrepaired.
Reference # 676455

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.

Dear Sir or Madam,

This is a follow up to our conversation Tuesday, June 25,2013 regarding the accident we were involved in with our 2006 Mercury Grand Marquis, Case # [REDACTED] VIN#2MEHM75V36X [REDACTED]. The accident took place Wednesday, June 19,2013 on I-64 eastbound near mile marker 123 in New Albany, Indiana. I was driving about 60 miles per hour when suddenly the car accelerated to about 72 miles per hour. There was nowhere for me to go except to an emergency lane to the left that was about 3/4 the width of the car. I eased the car into the guardrail to slow me up. I had no brakes, shut the engine off put the car into neutral, reverse, and park while doing about 50 miles per hour. Nothing happened. After about a mile the car came to a stop along the concrete barrier with two scared people thanking God for saving our lives and people on I64.

Similar situations have occurred in the past. The first was in February,2009 in a parking lot going maybe 5 miles per hour when the car accelerated but the brake stopped it and the engine died. but I was able to restart it with no trouble. Took the car to BILL COLLINS on 2-26-2009 with 17,869 miles on it. They couldn't duplicate the problem with several tests and said the vehicle was all right.

I went a little more than 4 years before the same thing happened again. This time it was June 2013 and my wife was with me. We approached a 4-way stop with cars ahead of me waiting to get through. Suddenly the car accelerated but again the brake was able to stop us. It killed the engine but the car restarted. Another service trip to BILL COLLINS FORD on June16-2013 with 49,324 miles on the car. Again nothing was found wrong. Seven days later our accident with something a little over 50,000 miles on our car. BILL COLLINS FORD can find nothing wrong. Each time this happens the radio will come on and the clock changes time. Each time BILL COLLINS FORD asks me about the floor mats. The floor mats are the same little cheap black rubber mats that came with the car.

We have two FORD manufacturing plants here in Louisville and have had a couple of relatives and several friends that work for FORD. Was also proud to say that FORD didn't need a government bail out. I've owned Mercury's since 1986. A couple of relatives have bought Mercury's because of my satisfaction with them My confidence has been extremely tested,. We will never feel safe in this car again. It is my sincere desire that we can continue with the FORD FAMILY of cars.

This has caused us considerable additional expense, one being the owner of a wrecked 2006 Grand Marquis that they can't fix and another being what it will do to our insurance rates. We feel very strongly that our insurance company should not be responsible to cover the damages. Would be most willing to hear any thoughts you have on our problem.

Sincerely,

[REDACTED]
Louisville,Ky. [REDACTED]
[REDACTED]