 <b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> <b>To Report Vehicle Safety Defects</b> <b>1-888-DASH-2-DOT</b> <b>(1-888-327-4236)</b> <b>INTERNET: www.nhtsa.dot.gov/hotline</b>				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 14-JUL-2014	
				Repository <input type="checkbox"/> Reference No. 10610278	
<b>OWNER INFORMATION (Type or Print)</b>				Daytime Telephone Number	
Name				E-mail Address NOEMAIL@UNK.GOV	
Address				Evening Telephone Number SAME	
City WEST WAREHAM		State MA		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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MEFM75W64		Make MERCURY		Model GRAND MARQUIS	
Model Year 2004		Date Purchased 1-27-05		Dealer's Name and Telephone Number RODMAN Lincoln Mercury	
Engine: No: Cylinders 8		Fuel Type: UNLEADED GASOLINE		Original Owner <input type="checkbox"/>	
Dealer's City Foxboro		State MA		Zip Code 02035	
Transmission Type <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain		Multiple Failure: yes	
Incident Date(s) 02-JUL-2013					
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 010000 STEERING				Failure Mileage 110000	
				Failure Speed ALL SPEEDS	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
(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	
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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 2004 MERCURY GRAND MARQUIS. WHILE DRIVING VARIOUS SPEEDS, THE POWER STEERING FAILED AND THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE DEALER STATED THAT THE POWER STEERING DRIVESHAFT WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 110,000.  The manufacturer was notified and refused to repair the problem. ALL 2005 models have been recalled for this problem. This vehicle was manufactured in late 2004. The problem was reported to Ford Customer Relations (Jane) 1-800-392-3673 on 11-22-13. It was inspected by technicians at Rodman Lincoln/Mercury on 11-21-13; they determined the problem as being an unsafe condition.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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)**

Steering locks up - steering becomes very difficult

Jane AT Ford Customer Relations offered \$3,000. OFF IF I purchased  
A New Vehicle - IN Lieu of Repairing The problem

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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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**

NHTSA is a Division of the U.S. Department of Transportation. For more information, visit www.safercar.gov or call 888-327-4236.