

JUN 3 2015

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



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"/>
07-MAY-2015	Reference No. 10715089

OWNER INFORMATION (Type or Print)

Name		
Address		
City	State	Zip Code
WEST PALM BEACH	FL	

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

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 2MEFM74W35X	Make MERCURY	Model GRAND MARQUIS	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
		8	GAS
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 05-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 150000 SEAT BELTS	Failure Mileage -97000 088620	Failure Speed
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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: DOTM1A9ABC036)	<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 AIR BAG LIGHT ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO A DEALER AND IT WAS DETERMINED THAT THE SEAT BELT PRETENSIONER FAILED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 97,000. 088620

See attached letter

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.

[REDACTED]  
[REDACTED]  
West Palm Beach, Fl [REDACTED]  
[REDACTED]

May 15, 2015

Ford Corporate Office  
Consumer Complaint Division  
1 America Road  
PO Box 6248  
Dearborn, Michigan 48126-2798

To: Ford Corporate Office

In July 29. 2005, I brought a new Ford Grand Marquis vin #2MEFM74W35X [REDACTED] at Palm Beach Lincoln Mercury, 2301 Okeechobee Blvd., West Palm Beach, Fl 33409.

April 28,2014, I contacted Ford (800-333-7813) to complain that the driver side airbag will not deploy. Being a safety issue it must work. I was given a case # [REDACTED]. Since I wasn't contacted by anyone from Ford (after waiting a year), I contacted Ford once again (800-392-3673) on May 5, 2015, spoke to Jessica [REDACTED] whom stated that my case was closed and as far as she was concern there wasn't anything that can be done.

At this writing I have 088620 miles on my car. I am afraid to take it on trips because if anything were to happen I or my wife will not have any coverage from the driver side airbag.

I have contacted The National Transportation Board and the Federal Trade Commission whom advised me to write to you. In any event that something would happen Ford will be held responsible for any and all damage incurred. We will be waiting on your reply within the next 30 days of your receiving this letter.

Sincerely,

Cc: Better Business Bureau