

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) USE ONLY 100148

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: 24-JUL-2015
SEP 21 2015
Repository
Reference No. 10743269

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: PORT HURON State: MI Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] 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: 2MEFM74W61X [REDACTED]
Make: MERCURY Model: GRAND MARQUIS Model Year: 2001
Date Purchased: 7-12-2006 Dealer's Name and Telephone Number: Effort Used CAR Engine: No: Cylinders: V8 Fuel Type: INJECT
Original Owner: Dealer's City: PORT HURON State: Mich Zip Code: 48060
Transmission Type: AUTO Antilock Brakes: Cruise Control: Powertrain: POWER STEERING Multiple Failure: Incident Date(s): 22-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING Failure Mileage: 72000 Failure Speed: 25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15): 235-70-16
DOT No. (Example: DOTM19ABC036): Original Equipment Prior Repair Failure Location: STEERING SHAFT
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: Yes No Fire: Yes No Number of Persons Injured: 0 Number of Deaths: 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). REPAIRED BY OWNER

TL* THE CONTACT OWNS A 2001 MERCURY GRAND MARQUIS. WHILE DRIVING APPROXIMATELY 25 MPH, THE STEERING WHEEL INTERMITTENTLY SEIZED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE LOWER INTERMEDIATE STEERING SHAFT WOULD NEED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT MENTIONED NHTSA CAMPAIGN NUMBER: 14V704000 (STEERING) RELATED TO THE 2005-2011 MODEL YEAR VEHICLES. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 72,000.

I was at stop light, the light turned for me to go and I couldn't steer the car and had to slam on brakes to avoid hitting another car

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.