

CL 10811959-9635

December 21, 2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department of Transportation
National Highway Safety Administration
Office of Defects Investigation (NVS-210)
1200 NEW Jersey Avenue SE
Washington, DC 20590

JAN 14 2016

To Whom It May Concern:

Subject: 2005 Grand Marquis Safety Recall. Recall Number 13S08 --
Steering Column Shaft.
Vehicle Identification Number (VIN): 2MEFM74W25X [REDACTED]
Case Number: [REDACTED]

My name is [REDACTED] on November 19, 2015 at approximately 8:00am. I took my 2005 Mercury Grand Marquis to Liberty Ford, Inc. which is located at 5500 Warrensville Center Road in Maple Heights Ohio 44137. The telephone number is (216) 662-FORD (3673). I took my car to be serviced in response to a Safety Recall Notice that I received from the Ford Motor Company Customer Service Division. (Ford) Recall Number: 13S08 – Steering Column Shaft. I received another notice from the Ford Motor Company Service Division the (Ford) Customer Satisfaction Program Number 14N01 due to a defected Electronic Module (Lighting Control Module) which resulted in the headlamps not working on my 2005 Mercury Grand Marquis.

On November 12, 2015 at 4:12pm I received a voicemail message from a representative in the Service Department at Liberty Ford informing me that my car had been repaired and I could come and pick it up.

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I returned the call and spoke to the gentleman to inform him that I received his message. I inquired about the shuttle service that took me home when I dropped the vehicle off and he stated that the service was not available because the driver was out and about making other runs. I told him that I would try and get a ride from a friend or relative. I arrived at Liberty Ford at approximately 4:35pm to pick up my car.

When I left Liberty Ford I make some stops to take care of some of my personal business. At approximately 5:40pm while traveling on Northfield Road in Bedford Heights Ohio I made a right turn into a driveway that leads to Wal-Mart. I suddenly heard a snapping or popping sound and I no longer had control of the steering wheel it was just spinning around. I tried my best not to panic. I was horrified as I was about to step on the brake pedal my car veered sharply to the right into a curb. I am on Medical Disability for Chronic Congestive Heart Failure, so it was very imperative that I tried to stay as calm as possible.

I notified Liberty Ford by telephone at approximately 5:50pm. I spoke with the same gentleman who waited on me in the Service Department. He told me that they were going to send a Tow Truck from a Company called Interstate. At approximately 5:56pm the Service Representative called me from Liberty Ford to tell me that the Tow Truck would be there in 45 minutes and that he (Service Representative) come and take me back to Liberty Ford.

The Service Representative arrived on the scene between 6:15 and 6:30pm. He instructed me to leave the lights on and the keys in the car. He took me back to Liberty Ford. I sat in the waiting room approximately 30-40 minutes for him to finish conducting business with other customers and a recently hired Service Representative.

He gave me a ride home at approximately 7:00pm.

On the morning of Friday November 20, 2015, I called the Ford Motor Company Customer Service Division in Dearborn Michigan and

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informed them about the problems and issues concerning my 2005 Mercury Grand Marquis.

The gentleman who I spoke with gave me a Case Number [REDACTED] and then he transferred me to the Legal Department and I talked to someone who said her name was Stacey.

I explained to Stacey what happened and then for some reason either she hung the phone up or we were disconnected as the result of a technical problem. Stacey did not call me back so I attempted to call Stacey back at (800) 392-3673. The time was approximately 9:45am and the person who answered the phone said that Stacey left a note for me to call Liberty Ford.

I called Liberty Ford at approximately 10:57am and requested to speak with the Service Manager. She briefly told me that she knew what was going on and she quickly transferred me to the Service Representative who had previously waited on me (Bill Primo?).

He told me that the Technician was presently looking at my car and he said that my car should have been test driven before I was allowed to take it off of the lot and that they may have to order the Lower Shaft which he said was also a part of the Recall. He said that he would call me back after he "finds out what is happening."

When he called me back later he informed me that the Lower Shaft had been ordered and that he had just been delivered Liberty Ford Dealership. He stated that this was the second part of my Recall. He also stated that they were "going to take care" of me "today."

The Service Representative (Bill) called me at approximately 4:00pm to tell me that my car was ready and that I could come and pick it up. He asked me did I need a ride with the shuttle and I told yes I would.

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The Service Representative stated that he would let the Shuttle Driver know that I would need transportation to the Dealership to pick up my car. The Shuttle driver called me at 4:46pm to inform me that he was in route to my place of residence in about twenty minutes.

When I arrived back to Liberty Ford I was the only passenger in the shuttle.

I went to the desk to speak with the Service Representative who had previously waited on me. He was busy talking on the telephone. He gave me the car keys and said that there is no paper work for me but I would be receiving some papers in the mail. I still have not received any paper work in the mail for the work that was performed after the steering wheel snapped and I lost control of the car.

He was still on the telephone when I shook his hand and left.

I am now very uncomfortable operating this vehicle. I almost anticipate the steering wheel snapping again and worse.

I would like to know from the NHTSA the status of Recall Number 13S08 Steering Column Shaft Issue.

My name is [REDACTED] My Mailing Address is: [REDACTED]
Cleveland Ohio [REDACTED] My Home Address is [REDACTED]
[REDACTED] Cleveland Ohio [REDACTED]
My telephone number is: [REDACTED]

Thanking you in advance,
[REDACTED]

(Complaint # 10811959)

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Fax #:
202-366-3081

TO: Office of Defects Investigation

JAN 14 2016

From: Region 3

This was sent to us by mistake. Please let us know if you have any questions or concerns. Happy Holidays!

~~NHSTA - REGION - 3~~

Region 3

2005 Mercury Grand Marquis
RECALL NUMBER - 13S08
Steering Column Shaft
Customer Satisfaction Program
Number - 14N01
Complaint Number 10811959
Case Number - [REDACTED]

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