



U.S. Department of Transportation

National Highway Traffic Safety Administration

**INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**  
**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  
 06-JUL-2016

Repository   
 Reference No.  
 10882927

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
 Address [REDACTED]  
 City TALLAHASSEE State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
 Evening Telephone Number

E-mail Address

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  
 2MEFM75UX4X [REDACTED]  
 Make MERCURY Model GRAND MARQUIS Model Year 2004

Date Purchased 1-12-04 Dealer's Name and Telephone Number Tallahassee Lincoln Merc. Now Tallahassee Ford Lincoln No. of Cylinders 8 Fuel Type: Gas

Original Owner  Dealer's City Tallahassee FL State FL Zip Code 32304

Transmission Type Auto  Antilock Brakes  Cruise Control Powertrain Rear Wheel Dr. Multiple Failure: Has Not Failed yet Incident Date(s) 11-JAN-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 120000 LIGHTING (PWS) Failure Mileage Below Statement. See Attached Letter Failure Speed

**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)  Original Equipment  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  Yes  No Fire  Yes  No Number of Persons Injured Number of Deaths 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).

TL\* THE CONTACT OWNS A 2004 MERCURY GRAND MARQUIS. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V861000 (EXTERIOR LIGHTING); HOWEVER, THE REMEDY WAS NOT YET AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE VIN WAS UNAVAILABLE.

Note: I Received a Recall Notice Dated January 2016 I Never Hada Failure However I was fearfull of a failure while Driving at Night so after several contacts To Ford Motor customer Relations Center and being told Parts Not available I Took The Car to Tallahassee Ford who Performed the Repair ON Aug 16, 2016 I am Now satisfied.

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.



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121-1904

*Repaired  
8-16-16*



26613/114378/0314



TALLAHASSEE, FL

*DONE*

January 2016

*W. NHTSA-GOV*

*1-888-327-4236*

*Complaint #*

*DI Office of Defect Identification  
#10882927  
Filed 7-6-16  
11:41 AM*

**\*\*\* IMPORTANT SAFETY RECALL \*\*\*  
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 15S39 / NHTSA Recall 15V-861  
Aviso de Revisión de Seguridad 15S39**

2004 Grand Marquis  
Your Vehicle Identification Number (VIN): 2MEFM75WX4X

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

On your vehicle, it is possible that the lighting control module that supplies power to the headlights may fail. This may result in the headlights not illuminating, increasing the risk of crash at night. The headlights may have intermittent operation or flicker prior to loss of headlights. In the event of the loss of headlights, the flash-to-pass operation is still functional.

**What will Ford and your dealer do?**

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer for repairs to be completed free of charge (parts and labor).

**What should you do?**

When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair. Please wait to contact your dealer, unless you are currently experiencing intermittent or inoperative headlights on your vehicle.