 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects</p> <p>1-888-DASH-2-DOT (1-888-327-4236)</p> <p>INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>14-JUL-2017</p> <p>SEP 6 ' 2017</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 11005282</p>			
<p>OWNER INFORMATION (Type or Print)</p>				<p>Daytime Telephone Number</p> <p>Evening Telephone Number</p>	
<p>Name</p> <p>Address</p>		<p>City</p> <p>LONG BEACH</p>		<p>State</p> <p>NY</p>	
<p>Zip Code</p>		<p>State</p>		<p>Zip Code</p>	
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>2MEFM75W34X [REDACTED]</p>		<p>Make</p> <p>MERCURY</p>		<p>Model</p> <p>GRAND MARQUIS</p>	
<p>Model Year</p> <p>2004</p>		<p>Date Purchased</p> <p>KAL 2004</p>		<p>Dealer's Name and Telephone Number</p> <p>VANN STALOM LINCOLN MERCURY ?</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>		<p>Dealer's City</p> <p>MASSAU</p>		<p>Engine:</p> <p>No. Cylinders</p> <p>8</p>	
<p>Fuel Type:</p> <p>GAS</p>		<p>State</p>		<p>Zip Code</p>	
<p>Transmission Type</p> <p>AUTO</p>		<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain</p> <p>V.8</p>	
<p>Multiple Failure:</p>		<p>Incident Date(s)</p> <p>26-JUN-2017</p>			
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 010000 STEERING</p>				<p>Failure Mileage</p> <p>70000</p>	
<p>Failure Speed</p>					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p>	
		<p>Number of Deaths</p>		<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2004 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE STEERING WHEEL WAS BECOMING DIFFICULT TO TURN LEFT AND RIGHT. THE CONTACT WAS RECENTLY NOTIFIED OF NHTSA CAMPAIGN NUMBER: 15V861000 (EXTERIOR LIGHTING). THE CONTACT CALLED THE MANUFACTURER TO BE REFERRED TO A DEALER TO SCHEDULE THE RECALL REPAIR AND ADDRESS THE EPS FAILURE. THE DEALER WAS NOT CONTACTED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 70,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

steering is somewhat stiff - RUN IS OK - Full - belt in New -

I don't understand that a Recall was on some 2002 and 2003 but not on 2004 - some websites also have issues on 2005 vehicles - Now come no recall or updates on 2004

Thank You

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

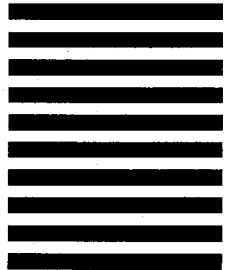


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

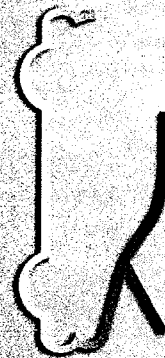
BUSINESS REPLY MAIL FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NEF-100 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



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration

