



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

16-MAY-2018

JUL 11 2018

Repository

Reference No.
11094115

Daytime Telephone Number

Evening Telephone Number

E-mail Address

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BOLIVAR State TN Zip Code [REDACTED]

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
2MEFM75W14X [REDACTED] Make MERCURY Model MARQUIS Model Year 2004
Date Purchased 6/07 Dealer's Name and Telephone Number Casey Atkins Used Auto Engine: No: Cylinders 8 Fuel Type: Gasoline
Original Owner Dealer's City Jackson State TN Zip Code 38008
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 01-SEP-2015
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 110000 ELECTRICAL SYSTEM Failure Mileage 245000 Failure Speed 65

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 Failure Location:
 Prior Repair
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 MARQUIS. IN 2014, THE VEHICLE WAS REPAIRED PER AN UNKNOWN RECALL REGARDING THE LIGHTING CONTROL MODULE. THE REPAIR WAS PERFORMED BY GOLDER CIRCLE FORD (1432 US-45 BYP, JACKSON, TN 38305). THE CONTACT STATED THAT THE FAILURE RECURRED AND ALL THE INTERIOR LIGHTING SHUT OFF COMPLETELY WHILE DRIVING 65 MPH ON THE HIGHWAY. THE CONTACT TOOK THE VEHICLE TO AN INDEPENDENT MECHANIC WHERE IT WAS CONFIRMED THAT THE LIGHTING CONTROL MODULE WAS DAMAGED BEYOND REPAIR. THE CONTACT SPOKE WITH THE SAME DEALER AND WAS INFORMED THAT THE TWO WARRANTIES HAD EXPIRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE RECALL INFORMATION WAS NOT PROVIDED. THE FAILURE MILEAGE WAS 245,000.

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.

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

I was going down the street in Jackson, TN and all of a sudden my headlights went out luckily I was on a well lit street. Head lights, tail lights and dash lights.

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

MEMPHIS
TN 380
21 JUN '08
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UNITED STATES

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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



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