



U.S. Department
of Transportation
Posted
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

Date Received

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MAY -4 PM 1:20

Ord. or
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Reference No.

OWNER INFORMATION (Type or Print)

OFFICE
OF INVESTIGATION**552132**

Daytime Telephone No.

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 4/29/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) <u>2MELM74WXR L67C239</u>		Make <u>FORD</u> <u>MERCURY</u>		Model <u>MERCURY GRAND</u> <u>MARQUIS</u>		Year <u>1994</u>	
Purchased Date <u>2-95</u>		Dealer's Name <u>HOLMAN LINCOLN-MERCURY</u>		Engine Size (CID/CCA) <u>8</u>		☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection	
☒ New ☐ Used		Dealer's City <u>MAPLE SHADE (RT 98 + 79)</u>		State <u>N.J.</u>		Zip Code <u>08052</u>	
Manufacture Date (on driver's door or pillar) <u>4-94</u> <u>FORD OF CANADA</u>		Transmission Type ☐ Manual ☒ Automatic		Restraint System ☒ Driver's Air Bag ☐ Motor Bell ☒ Passenger's Air Bag ☐ 2-Point Belt ☐ 3-Point Belt		Cruise Control ☒ Yes ☐ No	
				Drivetrain ☐ Front ☒ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	
						Body Style ☐ 2-Door ☒ 4-Door ☐ Station wagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): <u>REPLACED FUEL PUMP</u> <u>& FUEL LINES FRONT TO BACK</u>		Location ☐ Left ☐ Right ☒ Front ☐ Rear		Failed Part(s) ☒ Original ☐ Replacement		Handicap Adaptive Equip ☐ Yes ☒ No	
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand		Tire Name		Complete Tire Size	
No. of Failures	Date(s) of Failure(s)	Mileage at Failure(s)		Vehicle Speed at Failure(s):	
				Failed Part(s) Available? ☐ Yes ☐ No	
				NHTSA Previously Contacted? ☐ Yes ☐ No	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☐ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

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

I HAD A LEAK FROM A ROTTEN HOSE LINE CONNECTED TO THE GAS TANK WHICH I WAS TOLD A VERY UNUSUAL CIRCUMSTANCE. I HAD TO REPLACE THE FUEL PUMP & FUEL LINES FRONT TO BACK AND ALSO THE FUEL FILTER.
FORD PRODUCTS WERE USED TO CORRECT THIS SITUATION.

1# (2) RUFJF2V49A407A	FUEL PUMP	363.80
2# RUFJF2A29L291B	FUEL LINES	260.10
3# FRAG.3802ADP	FUEL FILTER	14.78
	LABOR 5HRS	290.00
		\$928.68

I'VE BEEN VERY HAPPY AND SATISFIED WITH THE PERFORMANCE OF THIS VEHICLE BUT MY SAME YOUNG SON VERY UNHAPPY WITH THIS CONDITION THAT CAUSED HIM TO NO FAULT OF MINE. I WOULD LIKE AN EXPLANATION ON THIS MATTER PLEASE. ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(VOC)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

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