



**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

**Posted**

**QC'd**

**FOR AGENCY USE ONLY**

Date Received: \_\_\_\_\_

**RECEIVED**

00 JUN -5 PM 3:08

OFFICE DEFECTS INVESTIGATION

Reference No. **552486**

**OWNER INFORMATION (Type or Print)**

Name: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 City: \_\_\_\_\_

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: 05/22/00

**PRODUCT INFORMATION**

Vehicle Identification No. (VIN) (17 Digits): 2MELM74W5UX622741 (Located at bottom of windshield on driver's aide)

Make: Mercury/Grand Marquis/4 DR SWGS Model: \_\_\_\_\_ Year: 1997

Purchased Date: 6/22/97 Dealer's Name: Capital Lincoln Mercury Engine Size (CID/CC/L): \_\_\_\_\_  Turbo  Diesel  Gas  Fuel Injection

New  Used Dealer's City: 100 Pearl St. Essex Junction State: VT Zip Code: 05452 No. Cylinders: 8  Fuel Injection

Manufacture Date (on driver's door or pillar): \_\_\_\_\_ Transmission Type:  Manual  Automatic Restraint System:  Driverside Air Bag  Motorbell  Passengerside 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  Stationwagon  Pick up Truck  Other

*Letter enclosed - sent to Ford Dealer*

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

Part Name(s): Keyless entry system which opens and locks all doors failed 8x since purchase. Location:  Left  Right  Front  Rear Failed Part(s):  Original  Replacement Handicap Adaptive Equip:  Yes  No

**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

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 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.

[REDACTED]

May 11, 2000

Executive Service Customer Management  
Ford Motor Company  
16800 Executive Plaza Drive  
P.O. Box 6248  
Dearborn, Michigan 48121

Att: Executive Customer Service Manager:      Re: 97 Mercury/ Grand Marquis/4DR SDNGS  
Vehicle I.D. NO. 2MELM74W5VX622741

The electrical system that operates the door and trunk by opening and locking with the automatic key has malfunctioned a total of 8 times since the purchase of my vehicle bought brand new Feb. 22, 1997.

On April 28, 2000 I brought my car to the dealership for an oil change and 36,000 mile check up. At that time the electrical system was out and I was informed that I was in need of a replacement part to fix the problem. *This same problem was fixed two times previous with replacement parts.* In between the times that the car was repaired the problem would return periodically and then resume to full operating status. I would report the problem each time. I called when it resumed working order without repair. It takes a whole day for this job. No one told me the part has to be replaced each time it starts working again.

When I was in for the 36,000 mile check up it was broke again. I was told me the part needed to fix the electrical system had to be ordered again, since they returned the part when I called to say my car was working.

Today I was informed that this problem is no longer under warranty and would come under my extended warranty with a \$50.00 deductible. I bought the car brand new and I am the only driver. I have three concerns: **First:** this is a long standing problem, that began three months after I purchased the car. The problem has been repeatedly reported and has never been satisfactorily reconciled. **Second:** I am very concerned about electrical malfunction reports on the Lincoln Town Car and Mercury Grand Marquis. In the case of the Lincoln Town car the electrical malfunction resulted in a spontaneous combustion which completely destroyed the owners home. I asked the Ford Customer Service department by phone if I could have a report from your technical department on reports such as these. I was informed that this is confidential information. **Third:** I don't believe it is fair in this case to charge me a \$50.00 deductible to

repair this on-going problem because now I am over the \$36,000 mile warranty status at \$37,228.

While I am very pleased with my dealership service at the New Capital Lincoln Mercury, in Essex Junction VT., I am not happy with this Ford product. If my next car is going to be a Ford product then I need to have a reason to want to buy another Ford. I consider this electrical problem both serious and a real pain of an inconvenience in my busy work schedule.

Thank you for your kind attention and reply to this matter.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

cc: Michael Abrams, Service Manager - New Capital Lincoln Mercury