



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 231

Date of Report

00 JUN 16 AM 10:28
31-MAY-2000OFFICE
EFFECTS INVESTIGATION

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Reference No.

862750

OWNER INFORMATION (Type or Print)

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an owner's signature and address to the vehicle manufacturer.

Signature of Owner

Date 6/10/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 2MEFM75W5RX6335D3
Vehicle Make MERCURY
Vehicle Model GRAND MARQUI
Vehicle Year 1994
Current Odometer Reading 55425

Purchase Date
8-22-94

Dealer's Name KENT LINCOLN MERC.

Engine Size (CID/CC/L) 4.6L 5FI

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

☒ New ☒ Used

City KENT State OH Zip Code 44240

No Cylinders 8

Transmission Type ☐ Manual ☒ Automatic
Antilock Brakes ☒ Yes ☒ No
Restraint System ☒ 3-Point Belt ☐ Motorbelt
☒ Driverside Airbag ☐ 2-Point Belt
☒ Passengerside Airbag
Cruise Control ☒ Yes ☐ No
Drive Train ☐ Front ☒ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Sport UT
☐ Van ☐ Truck
☐ Minivan ☐ Motorcycle
☐ Other
Body Style ☐ 2-Door
☒ 4-Door
☐ Stationwagon
☐ Pick Up Truck
☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01860000 Part Name(s) STEERING:LINKAGES:TIE ROD:END J Location ☒ Left ☒ Right ☒ Original ☐ Replacement
☒ Front ☐ Rear
No of Failures 1 Date(s) of Failure(s) 4-17-00 Failed Part(s) Available? ☒ Yes ☐ No NHTSA Previously Contacted? ☒ Yes ☐ No
Mileage at Failure(s) 55000 Vehicle Speed at Failure(s) 20-25 MPH

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured NONE Number of Fatalities NONE Estimated Property Damage NONE Reported to Police ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING 20-25 MPH AND WHEN MAKING A RIGHT HAND TURN OUTER TIE ROD FELL OFF, CAUSING LOSS OF CONTROL, AND RESULTING IN A NEAR ACCIDENT ON SIDE STREET, ALMOST HIT A TELEPHONE POLE. PLEASE PROVIDE FURTHER INFORMATION. *AK THIS CAR HAS BEEN MAINTAINED AT KENT LINCOLN MERC. EVERY 3000 MILES. THERE WAS LESS THAN 3000 MILES ON IT FROM LAST SERVICE. THE SERVICE MANAGER JUST SAID THINGS HAPPEN WHEN I QUESTIONED HIM ABOUT IT.

CONTINUE ON BACK IF NEEDED

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.

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

I WROTE A LETTER TO NATIONAL HIGHWAY SAFETY
ADMINISTRATION APRIL 22, 00. THIS CAR IS ONLY
5 1/2 YEARS OLD AND 55,000 MILES WHEN THE TIE
ROD ENDS BROKE. I AM 68 YRS OLD AND THIS IS
THE FIRST TIME THIS HAS EVER HAPPENED TO
ME. BELIEVE ME IT WAS SCARY.

I WROTE A LETTER TO ONENER RELATIONS
MANAGER - FORD MOTOR CO., CLEVELAND DISTRICT OFFICE
BRECKSVILLE, OH. 44141 BUT THE LETTER CAME
BACK.

THIS WAS A VERY SERIOUS PROBLEM AND IF IT HAPPENED IN TRAFFIC AT HIGHER SPEED IT COULD CAUSE A VERY SERIOUS ACCIDENT.

☆ U.S. G.P.O.: 1962 - 623-527 / 60000

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT'L HWY TRAFFIC SAFETY ADMIN

U.S. Department of Transportation
Highway Traffic Safety Administration
Department Staff NSA-10.01



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Reference No.

862750

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2MELM75W5RX633503	MERCURY	GRAND MARQUI	1994	

Purchase Date	Dealer's Name _____	Engine Size _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	(CID/CC/L _____)	☐ Diesel
		No. Cylinders _____	☐ Gas
			☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01560000	Part Name(s) STEERING;LINKAGES;TIE ROD;END	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 55000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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WHILE TRAVELING 20-25 MPH AND WHEN MAKING A RIGHT HAND TURN OUTER TIE ROD FELL OFF, CAUSING LOSS OF CONTROL, AND RESULTING IN A NEAR ACCIDENT ON SIDE STREET. ALMOST HIT A TELEPHONE POLE. PLEASE PROVIDE FURTHER INFORMATION. *AK

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