Form Approved O.M.B. No. 2127-0039

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 335	
Date Received: 31-AUG-2000	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ up_ltr ____ ____
	Reference No.: 869230

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2MEBMBM75F2JX6171	MERCURY	GRAND MARQUI	1988	

Purchase Date	Dealer's Name	Engine Size	
☒ New ☐ Used	City_____ State_____ Zip Code_____	(CID/CC/L _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restrairt 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 ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other_____	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
08510000 10312000	ELECTRICAL SYSTEM:IGNITION:SWITCH VISUAL SYSTEMS:WINDSHIELD WIPER:MOTOR	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
0	27-JUL-2000 110000 0	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

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

WHILE ON THE WAY TO WORK VEHICLE STALLED. CONSUMER WAS EXPERIENCING SAME PROBLEM AS RECALL 96V071000. ANOTHER CAR ALMOST REAR ENDED CONSUMER'S VEHICLE. IT WAS RAINING AND COULD HARDLY SEE ANYTHING.*AK

CONTINUED 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.

Form Approved: O.M.B. No. 2127-0008

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Date Received
31-AUG-2000
OFFICE OF DEFECTS INVESTIGATION

Od_or
n_dt
od_rt
up_ltr

Reference No.
869230

OWNER INFORMATION (Type or Print)

[redacted] 632475

Work Number: [redacted]
Home

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of a [redacted] address to the vehicle manufacturer.

Signature of Owner [redacted] Date 9/19/2000

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
2MEBMBM75F2JX6171	MERCURY	GRAND MARQUI	1988	

Purchase Date
☒ New ☐ Used

Dealer's Name Port Motors
City Port Washington State NY Zip Code

Engine Siz (CID/CC/L
No Cylinders 8

☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injectio

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
08510000 ~~19342000~~	ELECTRICAL SYSTEM:IGNITION:SWITCH ~~VISUAL SYSTEMS:WINDSHIELD WIPER:MOTOR~~	☐ Left ☐ Right ☐ Front ☐ Rear	☒ Original ☐ Replacemen

No of Failures	Date(s) of Failure(s) 27-JUL-2000 Mileage at Failure(s) 110000 Vehicle Speed at Failure(s) 0	Failed Part(s)	NHTSA Previously
0		☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

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

WHILE ON THE WAY TO WORK VEHICLE STALLED. CONSUMER WAS EXPERIENCING SAME PROBLEM AS RECALL 96V071000. ANOTHER CAR ALMOST REAR ENDED CONSUMER'S VEHICLE, IT WAS RAINING AND COULD HARDLY SEE ANYTHING. ~~THE~~

* faulty ignition module had to be replaced - repair shop said this was a common fault with that year car. He knew immediately what the problem was ~~exactly~~ (see back)

* Also the drivers seat belt has never retracted properly when I get out of car. I always have to tug on it.

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D	O	T											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)

Not only did that have to be replaced (ignition module) but the alternator also which he said had been weakened by the malfunctioning ignition module. The total repair was $400+. The ignition module alone was almost $200 when I called Ford to tell them that I had seen an article in the paper about a judge considering a recall on the faulty module they said they knew nothing about it. I think there is another coverup.

Thanks [redacted]

[redacted]

[redacted]

★ U.S.G.P.O.: 1992 – 623-857 / 60096

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

[redacted]

PM OCT 2000

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 NATL HWY TRAFFIC SAFETY ADMIN.

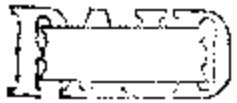
U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

Equitorial Autosave
2204 Hempstead Tpke.
East Meadow, N.Y. 11554
(516) 542-1010

Invoice No: 15783 Clerk #3625 10:32 am 07/27/00 Page No. 1

Service/Part Code	Description	QTY	Price	Total
LAB1	LABOR @ $65.00 PER HOUR	1.00	65.00	65.00
	CHECK ENGINE FOR STALLING. TEST FOR SPARK AND FUEL. TEST IGNITION MODULE.			
	R&R IGNITION MODULE AND SET IGNITION TIMING			
900000	* CHARGING SYSTEM - CHECK (B)	0.00	65.00	0.00
	* Includes: Check battery, regulator and	0.00	65.00	0.00
	* alternator output.	0.00	65.00	0.00
	* 1974-95 (.4) 6	0.60	65.00	39.00
LAB1	LABOR @ $65.00 PER HOUR	0.60	65.00	39.00
	R&R ALTERNATOR			
LX223	ELECTRONIC IGNITION MODULE	1.00	108.95	+65. 108.95
7715	REMAN. ALTERNATOR	1.00	178.50	178.50

I would like to be reimbursed for the emergency repair



Chg to acct $ 475.93

Subtotal:	$430.45
Shop Fee:	$8.18
Tax:	$37.30
AMOUNT CHARGED:	$475.93
TOTAL:	$475.93

7045266

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.