



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

117

Date Received

22-JAN-2001

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ip_ltr

Reference No.

878737

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
2MELM75W4RX640183	MERCURY	GRAND MARQUI	1994	

Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size _____ (CID/CC/L) No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12400000	Part Name(s) INTERIOR SYSTEMS:INSTRUMENTS AND INSTRUMENT PANEL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) 65 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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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHENEVER DRIVING IN BRIGHT SUNLIGHT INSTRUMENT PANEL GAUGES WOULD FADE OUT IF SUN HITS THEM. CANNOT DETERMINE ODOMETER/SPEEDOMETER. PROBLEM ONLY HAPPENS IN SUN. CONTACTED DEALERSHIP AND MANUFACTURER, BUT INDICATION WAS NOTHING COULD BE DONE TO SOLVE PROBLEM.*AK

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 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.



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 117

Date Received

22-JAN-2001

OFFICE
DEFECTS INVESTIGATION

Old or

it dlt

da_r

up_itr

Reference No.

878737

Work Number

Home Number

OWNER INFORMATION (Type or Print)

588609

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 2/1/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2MELM75W4RX640183	MERCURY	GRAND MARQUI	1994	65850

Purchase Date

MAR. 1994

Dealer's Name VISTA LINCOLN MERCURY

Engine Size

(CID/CC/L

☐ Turbo

☐ Diesel

☒ Gas

☒ Fuel Injection

☒ New ☒ Used

City WOODLAND Hills State CA Zip Code 91364

No Cylinders 8

Transmission Type

☐ Manual

☒ Automatic

Anti-lock 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

☐ Van

☐ Minivan

☐ Other

☐ Sport Util

☐ Truck

☐ Motorcycle

Body Style

☐ 2-Door

☒ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12400000	Part Name(s) INTERIOR SYSTEMS:INSTRUMENTS AND INSTRUMENT PANEL	Location ☐ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures CONTINUOUSLY	Date(s) of Failure(s) CONTINUOUSLY PAST 4 1/2 YEARS? Mileage at Failure(s) 65 Vehicle Speed at Failure(s) 140 MPH - ALL SPEEDS	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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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.*

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 CONTACTED THE DEALER AND FORD MANY TIMES OVER THE YEARS AND WAS TOLD NOTHING CAN BE DONE BECAUSE THAT'S HOW FORD MANUFACTURES THEIR SPEEDOMETERS AND FORD ALSO HAD NO SOLUTION FOR REPAIR.

I FIND IT DIFFICULT TO DRIVE WITH A COMPLETELY BLACKED OUT SPEEDOMETER PARTICULARLY IN OPEN COUNTRY

I HAD AN EXTENSIVE WARRANTY WHICH THEY REFUSED TO HONOR AND KEPT ME DANGLING UNTIL IT EXPIRED A YEAR AGO.

U.S. G.P.O. 1985-005-007/0000

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
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IN THE
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BUSINESS REPLY MAIL

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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