

U.S. Department
of TransportationNational 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 100381

Date Received

Repository ☐

18-MAR-2008

Reference No.

10221713

2008 APR -2 AM 7:41

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			

OCEANSIDE

NY

Zip Code

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 3/24/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MELM75W6V		Make MERCURY	Model MARQUIS	Model Year 1997
Date Purchased 16-AUG-97	Dealer's Name and Telephone Number HAMSTEAD LINCOLN MERCURY MOTOR CORP 5164837750		Engine: No: Cylinders 8	Fuel Type: Gas
Original Owner ☒	Dealer's City HAMSTEAD LONG ISLAND	State NY	Zip Code 11551	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 180000 VEHICLE SPEED CONTROL	
Multiple Failure: 0				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-SEP-2007	Failure Mileage	Failure Speed 0
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1997 MERCURY MARQUIS. THE VEHICLE SPEED CONTROL SWITCH WAS DISCONNECTED ON SEPTEMBER 10, 2007. THE DEALER STATED ON THREE OCCASIONS THAT THE PART FOR THE REPAIR WOULD BE AVAILABLE. MORE RECENTLY, THE DEALER STATED THAT THEY DO NOT KNOW WHEN THE PARTS WILL BE AVAILABLE. THERE HAD BEEN NO FAILURE TO DATE. THE CURRENT MILEAGE WAS 93,045.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

HEMPSTEAD LINCOLN-MERCURY MOTORS CORP.

DBA GARDEN CITY SAAB

"On the Garden City Borderline"

301 N. Franklin St., P.O. Box 490 Hempstead, L.I., N.Y. 11551-0490

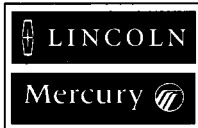
NEW CARS
(516) 483-7200

USED CARS
(516) 483-5820

SERVICE
(516) 483-7750

PARTS
(516) 483-6873

BODY SHOP
(516) 485-2100



SAAB

CUSTOMER NO. [REDACTED]		ADVISOR WILLIAM P. SPRAGUE 9631		TAG NO. [REDACTED]	INVOICE DATE 09/10/07	INVOICE NO. LICS749095
[REDACTED] OCEANSIDE, NY [REDACTED]		LABOR RATE 98.50	LICENSE NO. [REDACTED]	MILEAGE 91,499	COLOR LT DENIM BL	STOCK NO.
		YEAR / MAKE / MODEL 97/MERCURY/GRAND MARQUIS/4DR LS SEDA		DELIVERY DATE 08/21/97	DELIVERY MILES 002	
		VEHICLE I.D. NO. 2 M E L M 7 5 W 6 V		SELLING DEALER NO. 11208	PRODUCTION DATE 05/06/97	
		F.T.E. NO.		P.O. NO.	R.O. DATE 09/10/07	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS C# KEYLESS 19165 E# 4.6L SOHC				MO: 91499

LABOR & PARTS

J# 1 13LIZ2 RECALL UNITS: 0.20 TECH(S):0164 WARRANTY
PERFORM OPEN RECALL
05S28-SPEED CONTROL INTERIM REPAIR-DISCONNECT.
COMPLETED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 24LIZ 99P QCM MULTIPT INSP UNITS: 0.00 TECH(S):0164
PERFORM MULTIPOINT INSP AS PER CHECKLIST
CHECK ALL AREAS & REPORT
COMPLETED

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
TOTALS

* NEXT RECOMMENDED SERVICE:
* 12/10/2007 / 93766 MI 23LIZ-COUPONLOF COUPON LOF

[] CASH [] CHECK CK# [] [] CHARGE
[] AMEX [] MASTER CARD [] VISA [] DINERS CLUB
CASHIER INTIALS []

*THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE !!! *
WE AT HEMPSTEAD LINCOLN/MERCURY & GARDEN CITY SAAB GREATLY
VALUE YOUR OPINION AND INPUT. SOON YOU MAY RECEIVE A VERY
*IMPORTANT QUESTIONNAIRE FROM YOUR VEHICLE'S MANUFACTURER. *
IF FOR ANY REASON YOU CANNOT ANSWER THAT YOU ARE COMPLETE-
*LY SATISFIED WITH THE SERVICE EXPERIENCE YOU'VE HAD HERE, *
*PLEASE CALL (516)483-7750 EXT.101 ASK FOR OLIVER

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

N.Y.S. REPAIR SHOP NO. 130 0012
ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR OR TRUCK HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE CAR OR TRUCK TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR COURT AND LEGAL FEES TO RECOVER DAMAGES. STORAGE WILL BE CHARGED 24 HOURS AFTER REPAIRS ARE COMPLETED.
CASH OR ACCEPTED CREDIT CARDS ON ALL REPAIRS.
I ACKNOWLEDGE RECEIPT OF THE REPAIRS AND LABOR LISTED.

X _____

Thank you
for this opportunity to serve you.

CUSTOMER SIGNATURE