



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2009 AUG 28 PM 1:58:33
1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

03-AUG-2009

Repository

Reference No.
10279190

OWNER INFORMATION (Type or Print)

Name

Address

City

CEDARHURST

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2MEFM74W21X

Make

MERCURY

Model

GRAND MARQUIS

Model Year

2001

4 DR. SEDAN G-5

Date Purchased

12-7-2000

Dealer's Name and Telephone Number

COUNTRY LINCOLN MERCURY WEST 516-285-0505

Engine:

No: Cylinders

Fuel Type:

GASOLINE

Original Owner

Dealer's City

VAILEY STREAM

State

NY

Zip Code

11580

8

Transmission Type

AUTO
4 speed

Antilock Brakes

Cruise Control

Powertrain 4.6L V-8

Multiple Failure:

3 OCCASIONS

Incident Date(s)

18-JUL-2009
3 TIMES in July '09

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 061000 ENGINE AND ENGINE COOLING: ENGINE, 072100 FUEL SYSTEM, GASOLINE: DELIVERY: FUEL PUMP

Failure Mileage
23000

Failure Speed
0

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

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 2001 MERCURY GRAND MARQUIS. WHENEVER THE CONTACT WOULD ATTEMPT TO SLOW DOWN THE VEHICLE, HE NOTICED THAT IT WOULD SUDDENLY SHUT OFF. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THE FUEL PUMP NEEDED TO BE REPLACED. THE CURRENT AND FAILURE MILEAGES WERE 23,000.

(SEE OVER)

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ON 3 SEPARATE OCCASIONS, JULY '09, AFTER TRAVELING 10+ MILES, SLOWING + BRAKING FOR UPCOMING TRAFFIC LIGHT, CAR STALLED. UNABLE TO START CAR AGAIN IMMEDIATELY. ON 3RD OCCASION, CAR HAD TO BE TOWED. IT STARTED NEXT MORNING + I DROVE IT TO MY DEALERS REPAIR STATION. ALL GAUGES, OIL, BATT, TEMP, WERE FINE THE CAR HAS BEEN SERVICED REGULARLY + GARAGED

AS ATTACHED RECEIPT COPY STATES, FUEL PUMP WAS DEFECTIVE, NEW ONE INSTALLED. \$715 REPAIR. DEFINITE DANGER SUDDENLY STALLING ON BUSY ROAD WITH CARS RACING BY. PREMATURE FUEL PUMP FAILURE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



**If so:
Use the enclosed form to file a report.**

**or visit:
www.safercar.gov**
**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



676 W. Merrick Road
 Valley Stream, NY 11580
 Tel: 516-285-0505
 Fax: 516-285-5565
 www.countryinwest.com

CUSTOMER NO. 500213	ADVISOR BRIAN MATTHEWS	4459	TAG NO. 3714	INVOICE DATE 07/28/09	INVOICE NO. LICS41290
CEDARHURST, NY	LABOR RATE		MILEAGE 23,674	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 01/MERCURY/GRAND MARQUIS/4DR SDN GS			DELIVERY DATE 12/08/00	DELIVERY MILES
	VEHICLE I.D. NO. 2 M E F M 7 4 W 2 1 X			SELLING DEALER NO.	PRODUCTION DATE 08/23/00
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/27/09	
BUSINESS PHONE	COMMENTS EF 4.6			MO: 23674	

LABOR & PARTS
 J# 1 10LIZ10 ENGINE STALLS HOURS: 3.50 TECH(S):35 367.50
 CUSTOMER STATES ENGINE STALLS WHILE DRIVING
 INTERMITTENTLY
 PERFORMED DRIVEABILITY DIAG-FOUND INTERMITTENTLY
 FUEL PRESSURE LOW.
 REPLACED FULE PUMP AND GAS FILTER AS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	1W1Z-9H307-BG	SENDER	398.33	398.33
JOB # 1	1	FG-986-B	FILTER	17.89	17.89
JOB # 1 TOTAL PARTS					416.22
JOB # 1 TOTAL LABOR & PARTS					783.72

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # 1	15P	15% PARTS DISCOUNT		-65.00
JOB # 1	15PERCENT	15 %LABOR DISC		-65.00
TOTAL - MISC				-130.00

COMMENTS
 DELETED OPERATION(S)
 01LIZ002 *OIL & FILTER

TOTALS

 * NEXT RECOMMENDED SERVICE:
 * 10/26/2009 / 21363 MI 99LIZ001P CHG OIL + FILTER *

TOTAL LABOR	367.50
TOTAL PARTS	416.22
TOTAL SUBLET	0.00
TOTAL G.O.G	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	-130.00
TOTAL TAX	61.99
TOTAL INVOICE \$	715.71

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE RETAILER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED 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.

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS ANY IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS TO THE SAME PERIOD. WARRANTY REPAIRS TO BE PERFORMED AT THE SELLER'S PLACE OF BUSINESS.

THANK YOU
 FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT PLEASE TELL US IMMEDIATELY.

**N.Y.S. REG. REPAIR SHOP
 LIC. NO. R 7082838**

CUSTOMER SIGNATURE
 PAID JUL 28 2009

Reynolds and Reynolds GRANITE/SHAE COM1550 Q (02/09)

CAR TOWED - JULY 2009

