U.S. Department of Transportation

National 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 100148

Date Received: MAY 3 1 2011 / 26-APR-2011

Repository ☐

Reference No. 10397488

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City ROGERS CITY | State MI | Zip Code [redacted]

Daytime Telephone Number [redacted]

Evening Telephone Number

E-mail Address [redacted]

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	Make	Model	Model Year
1FAFP53U8XG[redacted]	FORD	TAURUS	1999

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
9/2000	BROWN MOTORS, PETOSKEY, MI 231-439-3673	6	GAS

Original Owner	Dealer's City	State	Zip Code
☐ ?			

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTOMATIC	☐ Antilock Brakes ☒ Cruise Control			19-APR-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS	Failure Mileage	Failure Speed
	95000	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 1999 FORD TAURUS. THE CONTACT STATED THAT AFTER HAVING THE VEHICLE IN FOR ROUTINE SERVICE, THE MECHANIC ADVISED HIM THAT THE SUB FRAME WAS SEVERELY RUSTED. THE MANUFACTURER WAS THEN CONTACTED AND THEY ADVISED HIM THAT HE WOULD NEED TO REPLACE THE COMPONENT BECAUSE IT COULD CAUSE THE DRIVER TO LOOSE CONTROL OF THE VEHICLE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 95,000.

AFTER REVIEWING TRANSPORTATION OPTIONS, IT WAS DECIDED TO REPLACE W/SUITABLE (NON-RUSTED) SUB-FRAME - COPY OF INVOICE ATTACHED + PHOTOS ALSO INCLUDED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Ford Mercury

MIKE LYNCH, INC.

135 N. Bradley, Rogers City, MI 49779
Phone 989-734-2311
www.mikelynchford.com

Jeep®

SERVICE INVOICE

R/O	VIN		DATE IN
06843	1FAFP53U8X[redacted]	[redacted]	04/25/11

YEAR	MAKE	MODEL	COLOR		TIME IN
1999	FORD	TAURUS SE	GREEN	O	14:52

MILES IN	MILES OUT	FIRST USE	LISC.		CLOSED
95464	95464	00/00/00	MI	ROGERS CITY MI [redacted]	05/09/11

SEE ALSO		WRITER
	H: ([redacted] -	PAUL 8229

(1) CHECK MOTOR MOUNTS AND FRAME THAT BOLTS TO MOUNTS
REPLACE SUBFRAME ASSEMBLY WITH USED PART, REPLACE BOTH LOWER BALL JOINTS,BOTH REAR OXYGEN SENSORS,SWAY BAR LINKS,WELD SWAY BAR AND ROADTEST

Labor	T29		490.00
477-03888	(SUB FRAME USED)	1	375.00
104217	(BALL JOINT LOW)	2	59.78
18194	(SWAY BAR LINK)	1	20.79
18195	(SWAY BAR LINK)	1	24.69
15717	(OXYGEN SENSOR)	1	64.34
9905	(CONNECTOR)	1	4.54
5051212	(HOSE CLAMPS)	2	4.00
22500	(OXYGEN SENSOR)	1	74.80
31512	(EXHAUST GASKET)	1	3.89
Total Labor			490.00
Total Parts			631.83
Total Repair (Customer)			1121.83

(29- RON-) A

Pd
Disk

E106244

	W/C	INT.	CUSTOMER
Labor			490.00
Parts			631.83
Sublet			.00
Shop Supplie			24.50
Oil/Grease			.00
Sub Total			1146.33
Tax		.00	39.38
Total (Cash)			1185.71

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

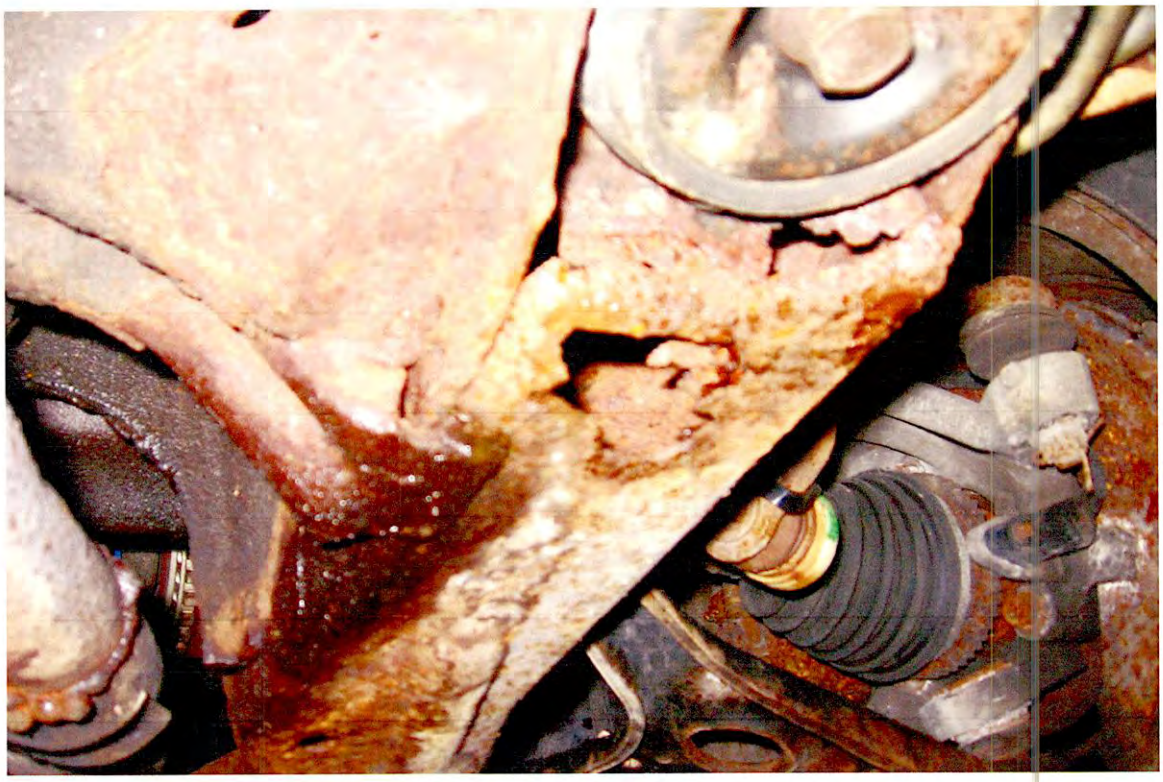
X _____ CUSTOMER SIGNATURE

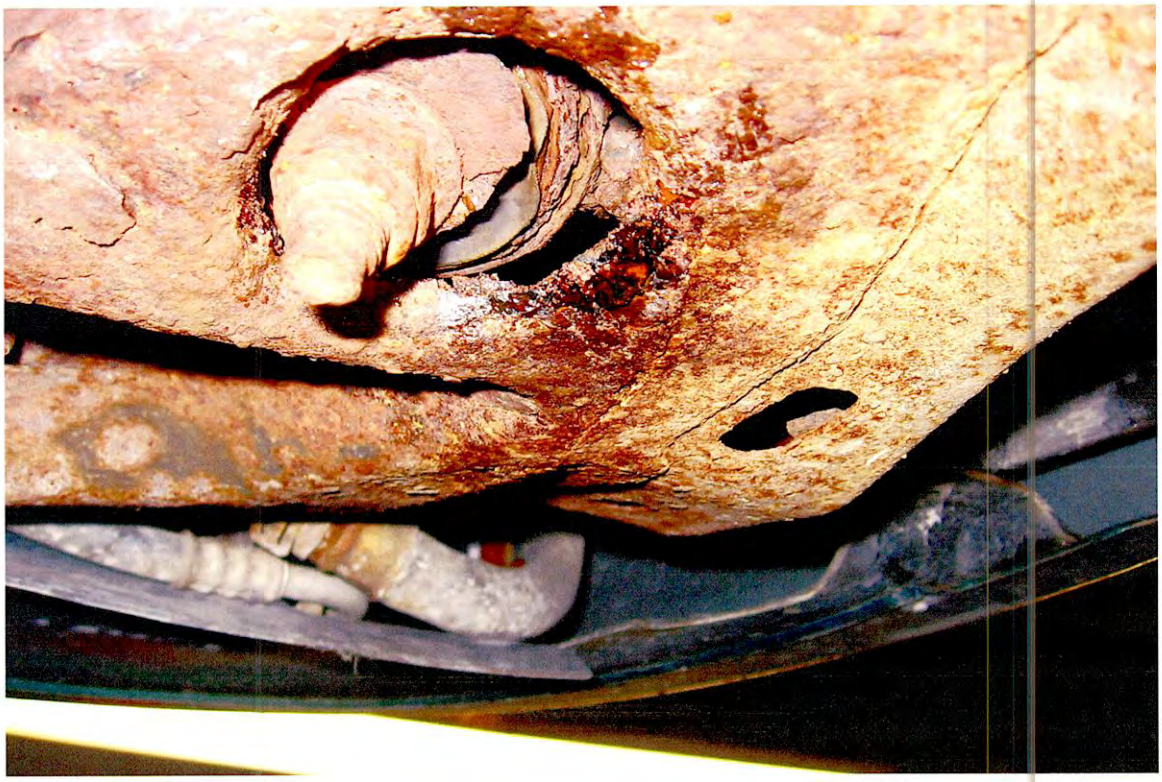
Repair is properly completed and checked by:

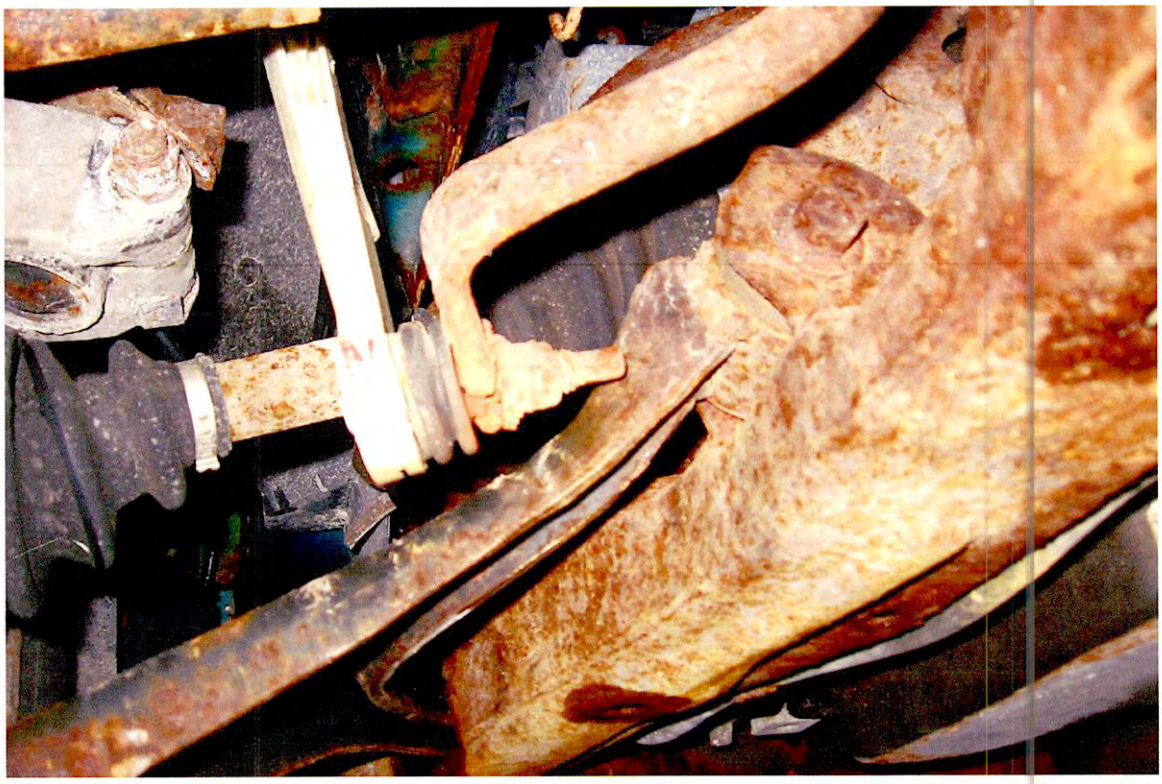
X [signature] AUTHORIZED REPRESENTATIVE

06843

Customer Copy







[redacted]
ROGERS CITY MI [redacted]

[redacted]

US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRANS. SAFETY ADMIN.
OFFICE OF DEFECTS INVESTIGATION, NVS-210
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