 <p>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</p>		FOR AGENCY USE ONLY 100148	
		Date Received SEP 27 2011 01-SEP-2011	Repository <input type="checkbox"/> Reference No. 10422954
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address			
City BRICK	State NJ	Zip Code	Evening Telephone Number
<p><i>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).</i></p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MRDA2024B		Make MERCURY	Model Year 2004
Date Purchased Sept 2004		Dealer's Name and Telephone Number Weisleder - 892-8777 (service)	Model MONTEREY
Original Owner <input checked="" type="checkbox"/>	Dealer's City BRICK	State NJ	Engine: No: Cylinders 6
Zip Code 08724	Fuel Type: Regular		
Transmission Type AUTO-MATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
		Incident Date(s) 31-AUG-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION		Failure Mileage 40000	Failure Speed 40
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
		Reported to Police N (Called 911 For Help)	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 2004 MERCURY MONTEREY. THE CONTACT STATED WHILE DRIVING 40 MPH THE VEHICLE STOPPED MOVING WITHOUT ANY WARNING. THE CONTACT MENTIONED THAT THE ENGINE WAS RUNNING BUT SHE WAS UNABLE TO ACCELERATE. THE VEHICLE WAS TOWED TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VIN WAS NOT AVAILABLE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 40,000.</p> <p>██████████ WAS DRIVING. CAR TOWED TO DEALER NEXT DAY. DEALER CHECKED CAR TOLD US IT NEEDED A NEW TRANSMISSION. INSTALLED REBUILT TRANSMISSION. REPAIRED THE TRANSMISSION AT # 3530.68</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

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

We were in heavy traffic on a very fast highway in Hazlet N.J. - 7PM. Car would not move, engine still running - A very scary situation - Called 911 - Police came & stopped traffic & pushed us off highway - Towed home by AAA / Next Day - Towed by AAA to Dealer. Took about a week to repair - installed Rebuilt Transmission (including work invoice). Very expensive repair - We are both seniors - lucky that no one was killed - see from NHTSA website this problem has been occurring in the past - How much longer will people be put in danger -

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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

TRENTON NJ 086

30 SEP 2011 PM

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

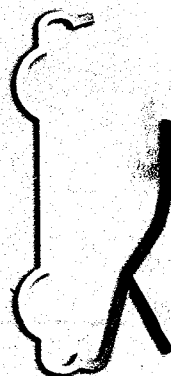
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**

1200 New Jersey Avenue SE,
Washington, DC 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



WEISLEDER

LINCOLN • MERCURY • MAZDA • FORD

SERVICE
(732) 892-8777

SERVICE & PARTS: 3306 Bridge Ave., Pt. Pleasant, NJ 08742
 FORD SALES: 3306 Bridge Ave., Pt. Pleasant, NJ 08742
 LINCOLN MERCURY MAZDA: 575 Burnt Tavern Rd., Brick, NJ 08723

PARTS
(732) 892-8778



VICTOR C SCANZANI

R001089715

CUSTOMER NO. 15978	ADVISOR 136 DIANE M. RUSSELL	TAG NO. 731	INVOICE DATE	INVOICE NO. R001089715
BILL TO CUSTOMER [REDACTED] BRICK NJ	LICENSE NO.	MILEAGE 43549	COLOR GOLD	STOCK NO. 118845
YEAR/MAKE/MODEL 2004 MERCURY MONTEREY	VEHICLE ID NO. 2MRDA20224B	IN SVC DATE 11/12/2003	BILL CUS NO. 15978	
CUSTOMER NAME		R.O DATE 09/01/2011	TYPE SRLM	PO NUMBER
RESIDENCE PHONE	OTHER PHONE	email	ODOMETER OUT 43549	

JOB#1 MISC SRLM

CUSTOMER STATES

TOWED IN BY OWNER

NO FORWARD OR REVERSE

ADVISE

- PERFORM ELECTRONIC TRANSMISSION DIAGNOSIS
- NO DTC- TRANS ELECTRONICS PASS
- PERFORM LINE PRESSURE TEST "0" PRESSURE IN ALL RANGES
- REMOVE TRANS OIL PAN AND INSPECT
- METAL IN PAN-SUSPECT OIL PUMP/TORQUE CONVERTER FAILURE
- REMOVE AND REPLACE TRANSMISSION WITH A FACTORY REMANUFACTURED TRANSMISSION
- FLUSH COOLER AND LINES
- PERFORM WHEEL ALIGNMENT
- PERFORM POST ROAD TEST

Disclaimers of Warranties
 The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 12 months or 12000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the repair facility will provide additional labor, at no expense to customer, for any additional repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

QTY	PART NO/OP	DESC	PRICE	EXTENDED
1	001F/4F2Z7000ABRM	AUTOMATIC TRANSMISSION ASY	2,191.02	2,191.02
-1	001F/4F2Z7000ABRM-COR	AUTOMATIC TRANSMISSION ASY	1,000.00	-1,000.00
0	001F/4F2Z7000ABRM-COR	AUTOMATIC TRANSMISSION ASY	1,000.00	1,000.00
0	OA	OWNER ADVANTAGE REDEMPTION	46.32	0.00
TOTAL PARTS		2191.02	TOTAL LABOR	1155.00
		TOTAL FOR THIS REPAIR		3346.02

JOB#2 99P SRLM

FULL CIRCLE INSPECTION

QTY	PART NO/OP	DESC	PRICE	EXTENDED
TOTAL PARTS		0.00	TOTAL LABOR	0.00
		TOTAL FOR THIS REPAIR		0.00

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU TODAY! YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING YOUR EXPERIENCE WITH US. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CALL DIANE AT 732-892-8777 TO DISCUSS.

PARTS	2191.02
LABOR	1155.00
MISC. CHARGES	(46.32)
TAXES	230.98
SUBLET	0.00
MISC SUPPLIES	0.00
TOTAL CASH	3530.68

CUSTOMER SIGNATURE