


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received OCT 10 2012 22-AUG-2012	Repository <input type="checkbox"/>  Reference No. 10471922
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
THORSBY	AL		
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MEFM74W15X		Make MERCURY	Model Year 2005
Date Purchased 08/12/2005		Model GRAND MARQUIS	Model Year 2005
Dealer's Name and Telephone Number McKinnon Ford - 205-755-3430		Engine: No: Cylinders 08	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Clanton	State AL	Zip Code 35045
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:  Incident Date(s) 14-AUG-2012
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: LIGHTING (PWS)		Failure Mileage 82864	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
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	
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 2005 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHILE DRIVING THE HEADLIGHTS FAILED. THE CONTACT TURNED THE LIGHTS ON AND THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO THE DEALER WHO DIAGNOSED THAT THE LIGHT MODULE AND THE ICM NEEDED TO REPAIR. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 82,864.			
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.			



Warranty  
12 Months  
12,000 Mi.

Reference # 10471922

CUSTOMER COPY



PRICE US FOR YOUR NEXT SET OF TIRES!

1670 7TH STREET NORTH  
CLANTON AL 35045  
Phone: 205-280-4100

<b>SERVICE SPECIAL</b>	<b>30,000 MILE SERVICE</b>
4 WHEEL ALIGNMENT 4 WHEEL BALANCE OIL CHANGE MULTI POINT INSPEC CAR WASH	CHANGE OIL & FILTER LUBRICATE CHASSIS ROTATE TIRES INSPECT BRAKES BATTERY SERVICE REPLACE AIR FILTER TRANSMISSION FLUSH REPLACE FUEL FILTER QUALITY CARWASH READY EVALUATION
<b>\$129.95</b> EXL TAX	<b>\$478.95</b> EXL TAX

08/22/2012 11:30:59

Customer No. 1010774	License #	Stock #	Dealer # DEALER	Invoice Date 08/22/2012	Invoice # 9842
Customer Name & Address [REDACTED] THORSBY, AL [REDACTED]	Mileage In 82864	Mileage Out 82864	Lot #/Hat # 7004	Color ARIZONA BE	Delivery Date / /
	Year/Make/Model 2005 MERCURY GRAND MARQUIS			Prod Date / /	R.O. Date 08/20/2012
	Vehicle ID # 2MEFM74W15X [REDACTED]			Tech & #	P.O. #
	Override	Service Write Up CASEY JOHNSON		S.W. INT. EST. 0.00	
Extended Warranty Co.	Policy #	Deductible	Auth. #	Adjustor	
Residence Phone [REDACTED]	Business Phone	Service Writer Delivery Signature			

Type: C JOB #1 Tech:ALAN BOHANNAN Lbr Hr: 2.50 Labor: 212.50 PO:  
Tech Lic:

Complaint: C/S HEADLIGHTS GO OUT WHILE DRIVING (LIGHT MODULE)

Correction: PERFORM DIAG AND REPLACE DEFECTIVE LIGHTING CONTROL MODULE

Part: 5W7Z 13C788 AC	PROCESSOR - LIGHTING	Qty: 1	\$525.20
Misc:	Shop Supplies		\$10.63
<b>JOB TOTALS</b>	<b>Labor:\$212.50</b>	<b>Parts:\$525.20</b>	<b>Tax:\$42.02</b>
		<b>Misc:\$10.63</b>	<b>TOTAL:\$790.35</b>

CUSTOMER TOTALS: \$790.35

Labor:\$212.50 Parts:\$525.20 Sublet:\$0.00 Misc: \$10.63 Tax:\$42.02

THANK YOU FOR HAVING YOUR VEHICLE SERVICED AT BAUGH FORD  
YOUR COMPLETE SATISFACTION IS OUR PRIMARY GOAL !!!  
IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE  
PLEASE LET US KNOW

**PAID**

Customer hereby agrees that any dispute arising out of or related to any work performed on customer's vehicle by or business dealings with Baugh Ford, LLC or Baugh Ford-Mercury, LLC its agents, officers, directors and/or employees, will be resolved through arbitration conducted in Clanton, AL pursuant to the rules and procedures of the American Arbitration Association. Customer also agrees that in the event of a dispute arising out of or related to work performed on Customer's vehicle, including, but not limited to, the charges therefor, or any other business dealings with Baugh Ford, LLC, or Baugh Ford-Mercury, LLC, Customer will pay any costs, expenses and attorney's fees incurred by Baugh Ford, LLC or Baugh Ford-Mercury, LLC should it prevail in part or in whole.

Any claim by either party here to with regard to the terms of this agreement shall be submitted to binding arbitration before a panel of not more than three arbitrators in Clanton, AL and shall be governed by the Commercial Arbitration Rules of the American Arbitration Association.

If granted credit I agree to pay all bills by the 10th of the month following purchase. Accounts are subject to interest that will accrue at 18% if account is not paid within thirty days.

In the event Baugh Ford, LLC or Baugh Ford-Mercury, LLC has to undertake efforts to collect for any work performed pursuant to or arising out of this work, the customer agrees to pay all collection costs, including reasonable attorney's fees and court costs...

Customer Signature X \_\_\_\_\_