 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>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>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received APR 17 2013 04-FEB-2013</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10496279</p>	
<p>OWNER INFORMATION (Type or Print)</p>							
Name		Address		Daytime Telephone Number		E-mail Address	
City		State		Zip Code		Evening Telephone Number	
BEMUS		NY					
<p>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).</p>							
<p>VEHICLE INFORMATION</p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
2MEFM74W55X				MERCURY		GRAND MARQUIS	2005
Date Purchased		Dealer's Name and Telephone Number			Engine:		Fuel Type:
3-30-05		SHULTS AUTO GROUP 716 664 0237			No: Cylinders 8		GAS
Original Owner		Dealer's City		State	Zip Code		
<input checked="" type="checkbox"/>							
Transmission Type		Antilock Brakes		Powertrain		Multiple Failure:	Incident Date(s)
AUTO		<input type="checkbox"/>				4 TIMES	01-JAN-2013
<input type="checkbox"/>		<input type="checkbox"/>					
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>							
Vehicle Component Code: LIGHTING (PWS)					Failure Mileage		Failure Speed
					96000		40
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>							
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:		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>							
Make:		Date Manufactured:			Model No./Name:		
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>							
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	
<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 2005 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 40 MPH, THE HEADLIGHTS SUDDENLY FAILED. THE FAILURE OCCURRED INTERMITTENTLY FOUR DIFFERENT TIMES. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 96,000. I NOW TURN ON THE LIGHTS ON THE MANUAL SIDE OF THE SWITCH SHULTS AUTO DEALER STATED IT WOULD COST AT LEAST 600.00 DOLLARS TO REPLACE THE SWITCH & REPROGRAM A NEW SWITCH</p>							
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>							
<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>							



ED SHULTS FORD LINCOLN MERCURY

2257 Washington St.
Jamestown, New York 14701
(716) 664-0237

visit our web site at:
shultsauto.com

ORDER NO. 36574	ADVISOR MICHAEL ZOLNER	TAG NO. 152478	INVOICE DATE 02/04/13	INVOICE NO. JFCS969875
	LABOR RATE	LICENSE NO.	MILEAGE 97,415	COLOR LT. ICE BLU
	YEAR / MAKE / MODEL 05/MERCURY/GRAND MARQUIS/4 DOOR SEDA		DELIVERY DATE 03/31/05	STOCK NO. 616886
	VEHICLE I.D. NO. 2 M E F M 7 4 W 5 5 X		SELLING DEALER NO.	DELIVERY MILES 47
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/04/13	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS		

MO: 97415

ELECTRICAL TECHS 1109304 15.00

CUSTOMER STATES AUTO HEADLAMPS IN-OPP CAN MANUALLY TURN THEM ON BUT ON AUTO AT NIGHT THEY CUT IN AND OUT
TECH COULD NOT VERIFY CUSTOMER CONCERN SCANNED SYSTEM ON LIGHTING CONTROL MODULE SYSTEM PASSED NO CODES WORKS ALL THE TIME AT THIS TIME SUSPECT LIGHTING CONTROL MODULE BUT NOT CERTAIN HAVE TO HAVE VEHICLE FOR TESTING WHEN ISSUE IS PRESENT

TOTAL - LABOR 45.00

*****	TOTAL LABOR....	45.00
*****	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.....	3.38
	TOTAL INVOICE \$	48.38

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REPAIR SHOP REG NO: R5070036

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE



Thank You!
WE APPRECIATE
YOUR CONFIDENCE IN
OUR DEALERSHIP.

Pack# [redacted]
2-4-13
[redacted]

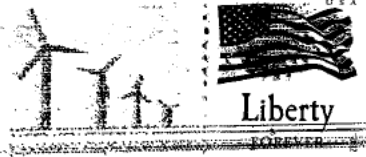
CUSTOMER SIGNATURE _____



[Redacted]
Bemus Point, NY [Redacted]

ROCHESTER NY 144

06 APR 2013 PM 1 L



US NHTSA
1200 NEW JERSEY AVENUE SE
WEST BUILDING
WASHINGTON DC 20590

ATTN RANDY REID
OFC OF DEFECTS INVESTIGATION

20590

