

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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 03-JUN-2013 JUL 22 2013	Repository <input type="checkbox"/>
	Reference No. 10514806

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]		
Address	[REDACTED]		
City	LABELLE	State	FL
Zip Code	[REDACTED]		

Daytime Telephone Number	E-mail Address
[REDACTED]	
Evening Telephone Number	

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 2MEFM75W05X [REDACTED]		Make MERCURY	Model GRAND MARQUIS	Model Year 2005
Date Purchased 9/20/05	Dealer's Name and Telephone Number 1-800- Ft Myers Lincoln Mercury - 226-5462		Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City Ft Myers	State FL	Zip Code 33912	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-SEP-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 150000 SEAT BELTS, 140000 AIR BAGS	Failure Mileage 15000	Failure Speed
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**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: DOTM19ABC036)	<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**

(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
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**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 THE AIR BAG WARNING LIGHT ILLUMINATED. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE PASSENGER'S SIDE PRE-TENSIONER WOULD NEED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE DRIVER'S SIDE PRE-TENSIONER FAILED EIGHT MONTHS LATER. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 15,000 AND CURRENT MILEAGE WAS 16,000.

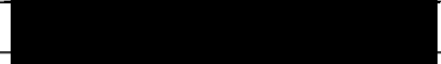
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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)

7/6/13

The gentleman at Langford Ford told me that should I be in an accident, the seat belt would not tighten, therefore, the air bag would not deploy. To me this represents a crucial safety hazard.



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



2

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



★ ★ ★ ★ ★  
**LANGFORD**



**LaBELLE**  
"If all" Spoken Here

851 S. MAIN STREET  
LABELLE, FL 33935  
(863) 675-1686  
FAX: (863) 675-5902

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. - 1:00 p.m. - Saturday

R/O Open Date	R/O Number
9/13/12	6037206/1
R/O Close Date	Status
9/13/12	Pre-Invoice
Mileage In	Mileage Out
14713	14713

Service Advisor / Tag #  
**Laser Cisneros/491\*W\***

REG #: MV-00705

[Redacted]		Work Phone	[Redacted]	Vehicle Identification Number	
LABELLE, FL [Redacted]		Home Phone	[Redacted]	2MEFM75W05X	
Year	Make	Model	Body	Color	License Number
2005	MERCURY		MARQUIS	ARIZONA BE	
			Delivery Date	In-Service Date	
			11/16/08		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 08FOZ15: AIR BAG SYSTEM AIR BAG LIGHT ON Work performed by ROBERT M. (147) CHECKED AND PERFORMED AIR BAG SYSTEM CHECK. VEHICLE NEEDS PASS SIDE SEAT BELT ASSY. - PART #5W72-5461200-AB PARTS AND LABOR WITH TAX \$705.66 Sub Total: 47.50</p>	47.50
<p>#2 * 01FOZ99P: MULTI-POINT INSPECTION. FLUID TOP-OFF, BATTERY TEST, AIR FILTER CHECK, BELTS AND HOSES CHECK. Work performed by ROBERT M. (147) PERFORMED MULTI-POINT INSPECTION CHECKED ALL FLUID LEVELS, AND BELTS AND HOSES. Sub Total: .00</p>	
<p>Total Fees Amount</p>	

[Redacted] #720

*Pre-tensioner*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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LABOR	47.50
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	4.75
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	3.66
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
<b>TOTAL DUE</b>	<b>55.91</b>

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

9/13/12  
Ch # [Redacted]  
First Bank

644.25  
700.16

# LANGFORD



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LABELLE, FL 33935  
(863) 675-1686  
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7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. - 1:00 p.m. - Saturday

R/O Open Date	R/O Number
9/20/12	6037355/2
R/O Close Date	Status
9/27/12	Pre-Invoice
Mileage In	Mileage Out
14750	14750
Service Advisor / Tag #	
Laser Cisneros/730*W*	
Vehicle Identification Number	
2MEFM75W05X	
Delivery Date	In-Service Date
11/16/08	
Color	License Number
ARIZONA BE	

REG #: MV-00705

[Redacted]			Work Phone		
[Redacted]			[Redacted]		
LABELLE, FL			Home Phone		
[Redacted]			[Redacted]		
Year	Make	Model	Body	Color	License Number
2005	MERCURY		MARQUIS	ARIZONA BE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by ROBERT M. (147) TIRES WEARING OKAY AT THIS TIME. Sub Total: .00	
<p><i>appointment</i></p> <p><i>Tues, May 7, 2013</i></p> <p><i>10:00 -</i></p>	
<p><i>705.66 est</i></p> <p><i>684.25</i></p> <p><i>61.41</i></p>	
<p><i>9/27/12</i></p> <p><i>Od</i></p> <p><i># [Redacted]</i></p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other 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.

LABOR	190.00
PARTS	400.10
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	12.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	42.15
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
<b>TOTAL DUE</b>	<b>644.25</b>

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

*Center State Bank*

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SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. - 1:00 p.m. - Saturday

R/O Open Date	R/O Number
9/20/12	6037355/1
R/O Close Date	Status
9/27/12	Pre - Invoice
Mileage In	Mileage Out
14750	14750

REG #: MV-00705

[Redacted]			Work Phone	[Redacted]	Service Advisor / Tag #	Laser Cisneros/730*W*
[Redacted]			Home Phone	[Redacted]	Vehicle Identification Number	2MEFM75W05X
Year	Make	Model	Body	Color	License Number	
2005	MERCURY		MARQUIS	ARIZONA BE		
				Delivery Date	In-Service Date	
				11/16/08		

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - 19FOZ01: SEATS/SEAT TRIM ( AIRBAG LIGHT ON, PREVIOUSLY ADVISED THAT IT NEEDED PASSENGER SIDE PRETENSIONER. Work performed by ROBERT M. (147) Installed BW7Z 5461200 AB :KIT - SEAT BELT 1@400.10 CHECKED AND CONFIRMED CUSTOMERS CONCERN, REMOVED AND REPLACED FRONT PASSENGER SEAT BELT ASSEMBLY. VERIFIED REPAIR AND RETESTED OPERATION. PASSED. Sub Total: 590.10	190.00 400.10
#2 * 01FOZ99P: MULTI-POINT INSPECTION. FLUID TOP-OFF, BATTERY TEST, AIR FILTER CHECK, BELTS AND HOSES CHECK. Work performed by ROBERT M. (147) PERFORMED MULTI-POINT INSPECTION CHECKED ALL FLUID LEVELS, AND BELTS AND HOSES. Sub Total: .00	
#3 * GBATT: BATTERY CHECKED AND IN GOOD CONDITION AT THIS TIME Work performed by ROBERT M. (147) BATTERY CHECKED AND IN GOOD CONDITION AT THIS TIME Sub Total: .00	
#4 * GBK: BRAKE LINING WEAR CHECKED. BRAKES OKAY. Work performed by ROBERT M. (147) BRAKES WEARING OKAY AT THIS TIME. Sub Total: .00	
#5 * GTIRE: TIRE TREAD WEAR CHECKED. TIRES OKAY.	

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. - 1:00 p.m.-Saturday

R/O Open Date	R/O Number
5/10/13	6041657/1
R/O Close Date	Status
5/22/13	Pre-Invoice
Mileage In	Mileage Out
16155	16155

REG #: MV-00705

[Redacted]		Work Phone	[Redacted]
LABELLE, FL		Home Phone	[Redacted]
Year	Make	Model	Color
2005	MERCURY	MARQUIS	ARIZONA BE
[Redacted]		Service Advisor / Tag #	Laser Cisneros/669*W*
[Redacted]		Vehicle Identification Number	2MEFM75W05X
[Redacted]		Delivery Date	In-Service Date
[Redacted]		11/16/08	
[Redacted]		License Number	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 08FOZ15: AIR BAG SYSTEM PREVIOUSLY ADVISED THAT IT NEEDED DRIVER SIDE PRETENSIONER. Work performed by ROBERT M. (147) Installed BW7Z 5461200 BB :KIT - SEAT BELT 1@336.51 CHECKED AND CONFIRMED CUSTOMERS CONCERN, PERFORMED TESTS, FOUND DRIVER SIDE PRETENSIONER AT FAULT. REMOVED AND REPLACED DRIVER SIDE PRETENSIONER AND RETESTED OPERATION.PASSED. Sub Total: 526.51	190.00 336.51

*Pd ch # [Redacted] 5/22/13*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	190.00
PARTS	336.51
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	12.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	37.70
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
<b>TOTAL DUE</b>	<b>576.21</b>

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X  
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LABELLE, FL 33935  
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SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. - 1:00 p.m. - Saturday

R/O Open Date	R/O Number				
5/07/13	6041576/1				
R/O Close Date	Status				
5/07/13	Pre-Invoice				
Mileage In	Mileage Out				
16154	16154				
Service Advisor / Tag #					
Laser Cisneros/413**					
Vehicle Identification Number					
2MEFM75W05X					
Delivery Date	In-Service Date				
11/16/08					
Year	Make	Model	Body	Color	License Number
2005	MERCURY		MARQUIS	ARIZONA BE	

REG #: MV-00705

[REDACTED]		Work Phone		[REDACTED]	
LABELLE, FL		Home Phone		[REDACTED]	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 08FOZ15: AIR BAG SYSTEM AIR BAG LIGHT ON Caused by — BW7Z-5461200-BB Work performed by ROBERT M. (147) CHECKED AND CONFIRMED CUSTOMERS CONCERN, FOUND DRIVER SIDE PRETENSIONER AT FAULT...ESTIMATE FOR REPAIR AT \$576.21 WITH TAX...REPAIRS DENIED AT THIS TIME OF SERVICE...WILL RESCHEDULE Sub Total: .00</p>	
<p>#2 * 01FOZ99P: MULTI-POINT INSPECTION.FLUID TOP-OFF,BATTERY TEST,AIR FILTER CHECK,BELTS AND HOSES CHECK. Work performed by ROBERT M. (147) PERFORMED MULTI-POINT INSPECTION CHECKED ALL FLUID LEVELS, AND BELTS AND HOSES. Sub Total: .00</p>	

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

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X