

 <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 18-SEP-2013		Repository <input type="checkbox"/> Reference No. 10544285
<b>OWNER INFORMATION (Type or Print)</b>					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number [REDACTED]		
City STOCKTON		State CA	Zip Code [REDACTED]		
<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>					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1LNHM81W36Y [REDACTED]			Make LINCOLN	Model TOWN CAR - signature	Model Year 2006
Date Purchased April 25 or 26, 2006	Dealer's Name and Telephone Number Gamma Lincoln - Mercury - (no longer in business)			Engine: 4 Cylinders - 8	Fuel Type: regular unleaded
Original Owner <input checked="" type="checkbox"/>	Dealer's City Stockton	State Calif	Zip Code 95212		
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes	<input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 03-JUL-2013
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				Failure Mileage 71000	Failure Speed 5-10 MPH
<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> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 2	Number of Deaths 0	Reported to Police <input checked="" type="checkbox"/>	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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>TL* THE CONTACT OWNS A 2006 LINCOLN TOWN CAR. THE CONTACT STATED THAT THE VEHICLE SUDDENLY ACCELERATED WHILE TURNING LEFT, CAUSING THE CONTACT TO LOSE CONTROL OF THE VEHICLE. THE VEHICLE THEN PROCEEDED THROUGH TRAFFIC AND CRASHED INTO ANOTHER VEHICLE THAT WAS TURNING RIGHT BUT THE CONTACT'S VEHICLE DID NOT STOP AND PROCEEDED TO TRAVEL OVER A SIDE WALK. THE CONTACT WAS ABLE TO SHIFT INTO NEUTRAL AND SHUT THE ENGINE OFF TO STOP THE VEHICLE FROM ACCELERATING ANY FURTHER. THE DRIVER AND PASSENGER WERE BOTH INJURED. A POLICE REPORT WAS NOT FILED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE CONTACT RETURNED THE VEHICLE TO THE MANUFACTURER AS A TRADE-IN. THE FAILURE AND CURRENT MILEAGE WAS 71,000.</p> <p><i>at the time of the accident the repairing dealer could not replicate the problem, and could not find anything wrong, on other occasions, at times the car would not die - accelerate when working - properly brakes were applied, the car was put into neutral and the problem ended. No accidents occurred but a dangerous situation existed.</i></p> <p>[REDACTED] November 4, 2013</p>					
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.					

**BIG VALLEY COLLISION CENTER**

**INVOICE**

3282 AUTO CENTER CIR

RO #: 699980; Est #:

STOCKTON, CA 95212

9136

(209) 870-4375, (209) 870-4470 (fax)

Est: Mercedes Lujano

<p>STOCKTON, CA Home: [REDACTED] Work: [REDACTED] Fax: [REDACTED]</p>	<p>06 Lincoln Town Car Color: BLACK Type: PC 4D Sed VIN: 1LNHM81W36Y [REDACTED] Prod Date: 1 Plate: CA [REDACTED] Mileage: 101010 Engine:</p>	<p>AAA NCNU IE Adjustor: Phone: Claim #: [REDACTED] Deductible: 1000 Loss Type:</p>
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Due In: 8/2/2013 Due Out: 8/22/2013

P = Who Pays? (I = Insurance, C = Customer)

Qty	Type	Description	Part #	Amount	Sup #	Labor	Op	Labor	Paint	P	
1	Misc	Frnt Bumper Cover Assy	3W1Z	396.01		Body	Ovrh	163.80		C	
		Frnt Bumper Cover	17D957 DA			Body	Repl				C
		Frnt Bumper Cover A Line Discount %15.02					Refn			189.00	C
1	Parts New	R Frt Bumper Cover Moulding	3W1Z 17C829 AA	68.43		Body	Repl			C	
1	Parts New	L Frt Bumper Cover Moulding	3W1Z 17C829 BA	68.45		Body	Repl			C	
1	Parts New	R Frt Bumper Impact Absorber	3W1Z 17F798 AA	99.27		Body	Repl	12.60		C	
		Frnt Bumper Cover B				Body	R&I			C	
1	Parts New	L Frt Bumper Impact Absorber	3W1Z 17F799 AA	99.35		Body	Repl	12.60		C	
1	Parts New	Frnt Bumper Reinforcement Bar	3W1Z 17757 BA	169.07	1	Body	Repl	18.90		C	
1	Parts New	R Frt Bumper Bracket	6W1Z 17752 A	43.92		Body	Repl	12.60		C	
1	Parts New	L Frt Bumper Bracket	6W1Z 17753 A	43.92		Body	Repl	12.60		C	
1	Parts New	Grille Assy		185.84		Body	R&I	18.90		C	
		Grille Mounting Panel	6W1Z 8190 A			Body	Repl	88.20			C
		Headlamps				Body	Chk	25.20			C
	Parts Existing	Grille Mounting Panel A					Refn		63.00	C	
	Parts Existing	Grille Reinforcement				Body	R&I			C	
		L Front Combination Lamp				Body	R&I			C	
1	Misc	R Front Combination Lamp Assembly	6W1Z 13008 AA	257.00		Body	Repl			C	
		Hood Outside			1		Refn		138.60	C	
		BASECOAT REDUCTION/FULL CLEAR								C	
	Parts Existing	Hood Assy				Body	R&I			C	
	Parts Existing	Hood Panel (Alum)				Body	Rpr	63.00		C	
	Parts Existing	REPAIR HOOD LEFT REAR CORNER								C	
	Parts Existing	Hood Ornament				Body	R&I	12.60		C	
	Parts Existing	Cooling Radiator Support				Body	Rpr	157.50		C	
	Parts Existing	Cooling Radiator Support A					Refn		63.00	C	
	Parts Existing	Cooling Sight Shield				Body	R&I			C	
		L Fender Moulding					Blnd		12.60	C	
		PAINTED MOLDING WITH CROME INSERT								C	
1	Parts New	R Fender Panel	6W1Z 16005 A	329.98	1	Body	Repl	170.10		C	

	Description	Part #	Amount	Sup #	Labor	Op	Labor	Paint	P
	R Add To Edge Fender					Refn		31.50	C
	R Fender Outside					Refn		157.50	C
	OEM AD DISCOUNT PRICE								C
	Line Discount %16.05			1					C
Parts Existing	L Fender Panel				Body	Rpr	63.00		C
	TIME IS TO REPAIR LEFT CORNER								C
	EDGE WHERE								C
	LAY ON TOP AND TO ALIGN FENDER								C
	PARTIAL REFINISH LEFT FENDER.								C
	L Fender Panel A					Refn		94.50	C
	MODIFIED REFINISH WITH FULL								C
	CLEAR COAT								C
1	Parts New	R Fender Brace	F8VZ 16A023 AA	30.38	Body	Repl	6.30		C
Parts Existing	L Fender Brace				Body	R&I	6.30		C
Parts Existing	L Fender Adhesive Moulding				Body	R&I	12.60		C
1	Parts New	R Fender Adhesive Moulding	6W1Z 16036 APTM	157.98	Body	Repl	6.30		C
	R Fender Moulding					Refn		31.50	C
1	Parts New	R Fender Splash Shield	7W1Z 16054 A	84.68	Body	Repl			C
Parts Existing	L Fender Splash Shield				Body	R&I	94.50		C
1	Misc	Alloy Wheel	6W1Z 1007 B	189.00	Body	Repl	18.90		C
	RT FRNT WHEEL								C
1	Parts New	RT FRONT TIRE MICHELLIN	New	204.95	Body	Repl			C
	ENERGY LX4								C
	225/65R17								C
	Front Suspension -M				Mech	Algn	124.20		C
	DONE INHOUSE								C
	PRE ALIGN TO FIND OUT IF THERE								C
	IS ANY SU								C
Parts Existing	Mount & Balance Tire				Body	Rpr	18.90		C
	\$23.00 per tire								C
	Includes stems and weights								C
	DONE INHOUSE A								C
Parts Existing	Battery				Body	R&I			C
	FOR ACCES TO REPAIR CORE								C
	SUPPORT								C
Parts Existing	Battery Tray				Body	R&I			C
Parts Existing	PULL BACK WIRERING HARNESS				Body	Rpr	31.50		C
Parts Existing	FOR ACCES TO								C
	CORE SUPPORT								C
	R Rocker Moulding				Body	R&I	25.20		C
	L Rocker Moulding				Body	R&I	25.20		C
Parts Existing	REPAIR FRAME CLAMP MARKS				Body	Rpr	50.40		C
Parts Existing	REFINISH FRAME CLAMP MARKS					Addl		50.40	C
	R Frt Door Outside					Blnd		63.00	C
	R Frt Door Moulding					Blnd		31.50	C
Parts Existing	SPOT REFINISH BOLTS ON FRONT					Addl		18.90	C
	INNER STRUC								C
	R Frt Rear View Mirror				Body	R&I			C
	R Frt Otr Belt Moulding				Body	R&I	69.30		C
	R Frt Upr Door Moulding				Body	R&I	44.10		C
Parts Existing	Rope Front Windshield				Body	Rpr		18.90	C





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STOCKTON, CA. 95269-0398



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095069

E.P.A. #CAD981976228

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	CROSS REFERENCE
CUSTOMER NO. 52158		ADVISOR MERCEDES LUJANO	718	TAG NO. Y10	INVOICE DATE 08/16/13
				MILEAGE 71,435	COLOR BLACK/
STOCKTON, CA		YEAR/MAKE/MODEL 06/LINCOLN/TOWN CAR/4DR SDN SIGN		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. I L N H M 8 1 W 3 6 Y		SELLING DEALER NO.	PRODUCTION DATE 08/01/05
		F. T. E. NO.	P.O. NO.	R. O. DATE 08/02/13	
		COMMENTS			

MO: 71436

LABOR	DESCRIPTION	TECH(S)	PRICE
J# 1 88FOZ-FORD	REPAIR PER ESTIMATE REPAIR PER AAA CLM# 1000-10-0160.2 DEDUCTIBLE DUR FROM CUSTOMER \$1000.00 TOTAL DUE FROM AAA \$5647.09	143 269	2915.44
J# 2+88FOZ	BODY SHOP Added Operation (MERCEDES @ 08/05/2013 14:35) REFINISH	143	0.00
J# 3+88FOZ10	*DIAG BODY CONCERN Added Operation (MERCEDES @ 08/05/2013 14:35) REFINISH Body Diagnosis III A11	370	0.00
J# 4+88FOZ-PREP1	PREP Added Operation (MERCEDES @ 08/05/2013 14:35) PREP	793	0.00
J# 5+88FOZ-PREP2	PREP Added Operation (MERCEDES @ 08/05/2013 14:35) MT BAL RT FRONT	810	0.00
J# 6+10FOZ17	ALIGN 4 WHEEL Added Operation (MERCEDES @ 08/05/2013 14:35) PERFORM 4 WHEEL ALIGNMENT 122.CHECKED ALIGNMENT CASTER CAMBER AND TOE ARE WITHIN SPEC.	122	95.00
TOTAL - LABOR			3010.44

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	3W1Z-17C829-BA	STRIP - RUBBER	68.45	68.45	68.45
JOB # 1	1	3W1Z-17C829-AA	STRIP - RUBBER	68.43	68.43	68.43
JOB # 1	1	6W1Z-17752-A	BRACKET - BUMP	43.92	43.92	43.92
JOB # 1	1	6W1Z-17753-A	BRACKET	43.92	43.92	43.92
JOB # 1	1	3W1Z-17F798-AA	ISOLATOR ASY -	99.27	99.27	99.27
JOB # 1	1	3W1Z-17F799-AA	ISOLATOR ASY -	99.35	99.35	99.35
JOB # 1	1	8W1Z-16005-A	FENDER ASY - F	330.00	330.00	330.00
JOB # 1	1	7W1Z-16054-A	APRON ASY - FR	84.68	84.68	84.68
JOB # 1	1	6W1Z-16036-APTM	MOULDING ASY -	157.98	157.98	157.98
JOB # 1	1	3W1Z-17757-AA	BUMPER ASY - F	169.07	169.07	169.07
JOB # 1	1	F8VZ-16A023-AA	BRACE - FRONT	30.38	30.38	30.38
JOB # 1	1	9004-57220	225/65R17	206.14	204.95	204.95
JOB # 1	1	2503214	RH HLAMP ASSY	257.00	257.00	257.00
JOB # 1	1	3W1Z-17D957-DACP	COVER	396.00	396.00	396.00
JOB # 1	1	6W1Z-8190-ACP	PANEL - RADIAT	185.84	185.84	185.84
JOB # 1	1	ALY-03636U10	WHEEL AM	189.00	189.00	189.00
JOB # 1	1	6W1Z-5423862-AB	COVER	59.68	59.68	59.68
JOB # 1	1	6W1Z-5422404-AA	HANDLE ASY - D	87.22	87.22	87.22

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 STOCKTON, CA. 95269-0398



D.A.R.#ARD095069 E.P.A.#CAD981976228

PROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTALLED PARTS	CROSS REFERENCE
CUSTOMER NO. 52158					
	ADVISOR MERCEDES LUJANO	718	TAG NO. Y10	INVOICE DATE 08/16/13	INVOICE NO. LICB699980
			MILEAGE 71,435	COLOR BLACK/	STOCK NO.
STOCKTON, CA	YEAR/MAKE/MODEL 06/LINCOLN/TOWN CAR/4DR SDN SIGN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. I L N H M 8 1 W 3 6 Y			SELLING DEALER NO.	PRODUCTION DATE 08/01/05
	F. T. E. NO.	P.O. NO.		R. O. DATE 08/02/13	
	COMMENTS				MO: 71436

TOTAL - PARTS 2575.14

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	221847	68539		08/02/13	TOWING	45.00
TOTAL - SUBLET						45.00
G.O.G. & SUPPLIES						
JOB # 1	7.0	FLEX ADDITIVE	@	1.000	/UNIT	7.00
JOB # 1	10.0	CORROSION PROTECTION	@	1.000	/UNIT	10.00
JOB # 1	723.0	PAINT MATERIALS	@	1.000	/UNIT	723.00
TOTAL - GOG						740.00
MISC						
JOB # 1		HZ HAZARDOUS WASTE				3.01
TOTAL - MISC						3.01

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$6647.09 (+TAX)

COMMENTS  
 REPAIR PER AAA CLM# 1000-10-0160.2

TOTALS

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 08/30/2013 / 71226 MI 01FOZPSI TIRE INFLATION \*  
 \*\*\*\*\*

TOTAL LABOR....	3010.44
TOTAL PARTS....	2575.14
TOTAL SUBLET...	45.00
TOTAL G.O.G....	740.00
TOTAL MISC CHG.	3.01
TOTAL MISC DISC	0.00
TOTAL TAX.....	273.50
<b>TOTAL INVOICE \$</b>	<b>6647.09</b>

Please note: Parts are new unless the part number ends in "RM" which indicates remanufactured. Used parts will be marked "USED"

\*\*\*\*\*  
 E.P.A. # CAD102907599 F.T.I.D. 68-0164385  
 \*\*\*\*\*

BY SIGNING BELOW I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE, AND ACKNOWLEDGE ACCEPTING DELIVERY OF ABOVE STATED VEHICLE.  
 \*\*\*\*\*

CUSTOMER SIGNATURE

TAKAHASHI Business Forms (209) 835-1081