

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 04-NOV-2013		Repository ☐ Reference No. 10550829	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Zip Code	
HOMETOWN		IL			
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			Make		Model
2MEFM74W25X			MERCURY		GRAND MARQUIS
Date Purchased		Dealer's Name and Telephone Number		Engine:	
3-2-11		Private owner Purchased 3-2-11		No: Cylinders	
Original Owner		Dealer's City		State	
2nd ☒ Owner				Zip Code	
Transmission Type		Powertrain		Multiple Failure:	
Automatic		yes			
☒ Antilock Brakes		☒ Cruise Control		Incident Date(s)	
				01-SEP-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 120000 EXTERIOR LIGHTING, 110000 ELECTRICAL SYSTEM				Failure Mileage	
				54000	
Failure Speed					
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)		☐ Original Equipment ☐ 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 ☐ Yes ☒ No		Fire ☐ Yes ☒ 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 THE LOW BEAM HEADLIGHTS FAILED WHILE DRIVING. THE CONTACT WAS FORCED TO DRIVE WITH THE HIGHBEAMS ILLUMINATED. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 54,000.					
Since I talk to you on Nov 4th. I had my car repaired. My boyfriend's cousin works for Ford on 95th st. So I gave him the money to buy the control module, because he could get it at cost. And I signed the invoice. Due to the fact, that that the only way I could afford it. Then I had it installed at Diamond Auto for 40.00 Dollars.					
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.					

TOTAL
Cost
\$ 336.03



461194

6100 West 95th St. OAK LAWN, ILLINOIS 60453

PHONE (708) 599-6000

www.hawkford.com



Blue Oval Certified



DATE ENTERED 05 NOV 13	YOUR ORDER NO.	DATE SHIPPED 05 NOV 13	INVOICE DATE	INVOICE NUMBER 461194
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ACCOUNT NO.

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PAGE 1 OF 1

CRESTWOOD, IL

SHIP VIA	SLSM. 5600	B/L NO.	TERMS CASH, WHSL	F.O.B. POINT OAK LAWN, IL
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QTY	SHIP	B.O.	PART NO.	DESCRIPTION	PRICE	NET	AMOUNT
1	1	0	5W7Z*13C788*AC	PROCESSOR	549.91	272.21	272.21
ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS OR EXCHANGES AFTER 7 DAYS OF THE DATE ON THE INVOICE. ALL RETURNS SUBJECT TO 25% HANDLING CHARGE. SPECIAL ORDER PARTS MUST BE PAID IN FULL WHEN ORDER IS PLACED.							

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY, INCLUDING ANY AND ALL PARTS AND ACCESSORIES, ARE THOSE MADE BY THE MANUFACTURER OF SUCH PARTS AND ACCESSORIES. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY OF THE APPLICABLE MANUFACTURER'S WARRANTY. HAWK FORD OAK LAWN IS NOT A PARTY TO ANY SUCH MANUFACTURER'S WARRANTY. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWK FORD OAK LAWN NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY WHATSOEVER. CUSTOMER SHALL IN NO EVENT BE ENTITLED TO RECOVER FROM HAWK FORD OAK LAWN ANY CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING WITHOUT LIMITATION, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES WHETHER LIABILITY IS BASED ON BREACH OF WARRANTY, CONTRACT OR TORT, STRICT LIABILITY OR ANY OTHER STATUTORY OR COMMON LAW THEORY OF LIABILITY. ANY LIMITATION CONTAINED HEREIN DOES NOT APPLY WHERE PROHIBITED BY LAW. IF THE DISCLAIMER OF IMPLIED WARRANTIES IS PROHIBITED BY LAW, THE MAXIMUM DURATION OF IMPLIED WARRANTIES IS LIMITED TO THE DURATION OF ANY WRITTEN WARRANTIES MADE BY THE MANUFACTURER ON THE PRODUCTS SOLD HEREBY. THIS INVOICE MAY HAVE BEEN PREPARED WITH THE USE OF AFTER MARKET PARTS IDENTIFIED BY THE CODE "NON-OEM" IN THE PART NUMBER LISTED ABOVE WHICH ARE SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE. SEE POSTED WARRANTY IN PARTS DEPARTMENT FOR COMPLETE DETAILS ON FORD PARTS WARRANTY.

PARTS	272.21
SUBLET	
FREIGHT	0.00
SALES TAX	23.82
TOTAL	\$296.03

By signing this invoice, the undersigned certifies that he/she is fully authorized by the party he/she represents to agree to the terms hereof and to legally bind and otherwise obligate the party he/she represents for payment hereof; and further acknowledges receipt on behalf of the party he/she represents of the parts and/or materials identified above, and further certifies that payment shall be made immediately or as prescribed by the terms of the HAWK FORD OAK LAWN parts and service charge agreement in effect with the represented party.

*REMAN = Ford remanufactured products or parts are those packaged in containers marked "Remanufactured" or Ford Service Part numbers that end with an "RM" suffix, and are otherwise defined or designated and authorized by Ford Motor Company. MOTORCRAFT PREFERRED VALUE BRAKE PARTS ARE DESIGNED, ENGINEERED AND MANUFACTURED TO MEET FORD MOTOR COMPANY SPECIFICATIONS. MOTORCRAFT PARTS ARE NOT ORIGINAL EQUIPMENT OR O.E.M. PARTS AS

CUSTOMER'S SIGNATURE

DATE RECEIVED

11-5-13



DIAMOND AUTO SERVICE

4721 West 87th St.
Hometown, IL 60456

(708) 499-1354

(708) 857-9655



62452

QUAN.

NOTE: OLD PART
IN CAR

DATE	11-8-13
ADDRESS	[REDACTED]
CITY	Hometown IL
STATE	IL
ZIP	[REDACTED]
HOME PHONE	[REDACTED]
CONTACT PHONE	[REDACTED]
YEAR & MAKE	'05 Mercury
MODEL	Marquis
LICENSE	[REDACTED]
MILEAGE	54430

PRODUCTS / SERVICES

OIL-FILTER-LUBE	QTS.
FLUIDS	☐ CHECK
TRANS/DIFF. FLUID	☐ CHK. ☐ CHNG ☐ FILTER ☐ QTS
AIR CLEANER	☐ CHK. ☐ CHNG TYPE
ANTI-FREEZE	☐ FLUSH ☐ CHNG QTS. GAL
TIRES	☐ AIR ☐ BALANCE ☐ ALIGN ☐ ROTATION ☐ REPAIR
BRAKES	☐ CHECK ☐ ADJUST ☐ REPLACE ☐ FLUID ADDED
BATTERY	☐ CHECK ☐ CHARGE ☐ REPLACE TYPE
AIR CONDITIONER	☐ CHECK ☐ RECHARGE

LABOR - OW CUSTOMERS 40.00
PART
Light Module

ESTIMATE OF REPAIR COSTS

DESCRIPTION OF PROBLEM OR WORK REQUESTED	DESCRIPTION OF PARTS	REPAIRS		LABOR COST ESTIMATE	PARTS COST ESTIMATE
		REG	SUB		
CONSUMERS NOTICE You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than this estimate, but will not exceed the estimate by more than 10% or \$15.00, whichever is less, without your consent. You may waive your right to a written estimate and require that you be notified if this price exceeds an amount you have specified. You may waive your right to an estimate which gives the repair shop the right to set the price without your permission. YOUR SIGNATURE BELOW INDICATES YOUR SELECTION: (a), (b) or (c). a) I request an estimate in writing before you begin repairs. Signature _____ b) Proceed with repairs but call me for approval before continuing if price exceeds \$ 100.00. c) I do not want an estimate of repairs. Signature _____ Date 11-8-13 Time _____ Total Revised _____ Phone _____ Ok'd by _____ Date/Time raised _____					
PARTS & LABOR ESTIMATE TOTAL					
ESTIMATE DIAGNOSIS COST					
DISASSEMBLY/ REASSEMBLY COST					
ESTIMATE TOTAL					
AUTHORIZED ADDITIONS					
TOTAL					
ADDITIONAL REPAIRS APPROVED BY: _____					
DATE: _____		TIME: _____			
DATE OF DELIVERY: _____					

SUBTOTALS

REQUEST FOR REPAIRS

- control module

TRANSFER TO RIGHT SIDE

TAX

PAID BY	☐ CREDIT CARD ☐ CASH ☐ CHECK
☐ BPI/MOCO	
☐ M.C. / AMEX	
☐ VISA	
☐ DISC.	
☐ AM. EX.	
☐ OTHER	
ENVIRONMENTAL CHARGE	
STATE TIRE FEE	

GASOLINE ☐ REG. ☐ MID. ☐ PREMIUM

QTY. _____

\$ 40.00

IF YOU HAVE ANY COMMENTS CALL: BP CUSTOMER RELATIONS. 1-800-333-3991

THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS. \$0 DAY/3,000 MILE WARRANTY ON ALL PARTS & LABOR