

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

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                                                    |  |                                                            |                                |                                                                  |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------|--------------------------------|------------------------------------------------------------------|--|
|  U.S. Department of Transportation<br>National Highway Traffic Safety Administration                                                                                                                                                                                                                                                                                                                                                                                                               |  | DOT Auto Safety Hotline<br><b>Vehicle Owner's Questionnaire</b><br>To Report Vehicle Safety Defects<br>1-888-DASH-2-DOT<br>(1-888-327-4236)<br>INTERNET: www.nhtsa.dot.gov/hotline |  | FOR AGENCY USE ONLY 100148<br>Date Received<br>22-NOV-2013 |                                | Repository <input type="checkbox"/><br>Reference No.<br>10553363 |  |
| OWNER INFORMATION (Type or Print)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |                                                                                                                                                                                    |  |                                                            |                                |                                                                  |  |
| Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                    |  | Daytime Telephone Number                                   |                                | E-mail Address                                                   |  |
| Address                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                    |  | Evening Telephone Number                                   |                                |                                                                  |  |
| City                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | State                                                                                                                                                                              |  | Zip Code                                                   |                                |                                                                  |  |
| PANAMA CITY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  | FL                                                                                                                                                                                 |  |                                                            |                                |                                                                  |  |
| 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                                                            |  |
| 7MEFM74W15X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                                                                                                    |  | MERCURY                                                    |                                | GRAND MARQUIS                                                    |  |
| Model Year                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                    |  | Engine:                                                    |                                | Fuel Type:                                                       |  |
| 2005                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                    |  | No. Cylinders                                              |                                | Reg                                                              |  |
| Date Purchased                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Dealer's Name and Telephone Number                                                                                                                                                 |  | State                                                      |                                | Zip Code                                                         |  |
| Dec. 2004                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | Bay Lincoln 1-771-850-7851                                                                                                                                                         |  |                                                            |                                |                                                                  |  |
| Original Owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | Dealer's City                                                                                                                                                                      |  | Multiple Failure:                                          |                                | Incident Date(s)                                                 |  |
| <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                                                                                                                                                    |  |                                                            |                                | 06-NOV-2013                                                      |  |
| Transmission Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  | Antilock Brakes                                                                                                                                                                    |  | Powertrain                                                 |                                |                                                                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | <input checked="" type="checkbox"/>                                                                                                                                                |  |                                                            |                                |                                                                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | <input checked="" type="checkbox"/> Cruise Control                                                                                                                                 |  |                                                            |                                |                                                                  |  |
| FAILED COMPONENT(S)/PART(S) INFORMATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |                                                                                                                                                                                    |  |                                                            |                                |                                                                  |  |
| Vehicle Component Code: LIGHTING (PWS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                                                                                                                                                    |  |                                                            |                                | Failure Mileage                                                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                                                    |  |                                                            |                                | 94000                                                            |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                                                    |  |                                                            |                                | Failure Speed                                                    |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                                                    |  |                                                            |                                | 40                                                               |  |
| 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: DOTM9ABC036)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  | <input type="checkbox"/> Original Equipment<br><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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | Fire                                                                                                                                                                               |  | Number of Persons Injured                                  |                                | Number of Deaths                                                 |  |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                |  | 0                                                          |                                | 0                                                                |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |                                                                                                                                                                                    |  | Reported to Police                                         |                                | N                                                                |  |
| Narrative Description of Incident(s), Crash(es), and Injury(ies).<br>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).                                                                                                                                                                                                                                                                                                          |  |                                                                                                                                                                                    |  |                                                            |                                |                                                                  |  |
| THE CONTACT OWNS A 2005 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 40 MPH, THE LOW BEAM HEADLIGHTS FAILED TO ILLUMINATE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE HEADLIGHT MODULE WAS REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 94,000. THE VIN WAS UNAVAILABLE.<br><i>The Manufacturer was notified Dec. 4, 2013 by phone 800-521-4140 (Repair invoices attached)</i>                                                                                            |  |                                                                                                                                                                                    |  |                                                            |                                |                                                                  |  |
| 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. |  |                                                                                                                                                                                    |  |                                                            |                                |                                                                  |  |

05 Mercury Grand Marquis  
12/19/13

I was driving on busy  
4 lane road (Thomas  
Drive Panama City Beach  
Fl) about 8 PM  
11.6.13 when lights  
went out. It is  
obvious that a  
wreck could have  
occurred with  
devastating consequences.  
I pulled into the  
parking lot of a  
nearby Dollar General.  
Turned light switch  
off + then on.  
Lights worked  
but were erratic  
until fixed.

(Cont)

12/19/13  
Took car to James  
Auto Center for  
diagnostics,  
showing Lighting  
Control Module  
being the problem

Diagnostic cost \$214.29  
Then took car to  
Day Lincoln dealership  
where it was  
repaired at a  
cost of \$839.06  
Bills attached

My husband still  
will not drive  
car at night

[REDACTED]  
Thanks for your attention  
to this matter

**James Auto Center, Inc.**

1301 E. 11th St

Panama City, FL 32401

Phone: (850) 763-0555

Fax: (850) 784-6358

Email: james@masterautotech.com

Web Address: www.jamesautocenter.com

Page 1 of 2

**Invoice**

5848

Estimate Ref #: 0

Date Printed: 11/18/2013

Printed Time: 3:02 pm

MV 233

Hat/Ref #

We Fix it Right, Guaranteed!

Time Promised:

2005 MERCURY GRAND MARQUIS V8 4.6L 281CID FI GAS N W

VIN:2MEFM74W15

Date Written: 11/18/2013

Panama City, FL

License:

Mileage In: 94,947

Written By: Regina Wilkerson...

Home:

Unit #

Mileage Out: 94,947

Save Old Parts: No

Cell:

Email:

DOM:

| Job Name             | Description                                | Technician      | Qty  | List             | Extended        |
|----------------------|--------------------------------------------|-----------------|------|------------------|-----------------|
| Diagnose - Level Two | Diagnose- Level Two                        | Mark Van Norman |      |                  |                 |
|                      | <b>READ NOTES ON INSPECTION ...</b>        |                 |      |                  |                 |
| Labor ALL            | Work Requested - Diagnose Customer Concern |                 | 2.00 | \$99.67          | \$199.34        |
|                      |                                            |                 |      | <b>Job Total</b> | <b>\$199.34</b> |

**Recommendations**

| Job Name         | Description                                          | Recommended Date | Mileage |
|------------------|------------------------------------------------------|------------------|---------|
| Module           | Replace Lighting Control Module                      | March 09, 2014   | 3,000   |
| Coolant Exchange | Coolant Exchange                                     | March 09, 2014   | 3,000   |
| LOF syn 6        | Oil & Filter 6 qts sythetic oil RESET REMINDER LIGHT | March 09, 2014   | 3,000   |
| Front Suspension | Replace Upper Ball Joints/sway bar links/alignment   | March 09, 2014   | 3,000   |

The first 12 months or 12,000 miles is 100% coverage parts and labor unless otherwise noted.

FAILURE TO FOLLOW SUGGESTED MAINTENANCE SCHEDULE WILL VOID ANY AND ALL WARRANTY.

PROOF OF SUGGESTED SERVICES MUST BE PROVIDED TO MAINTAIN YOUR WARRANTY AT JAMES AUTO CENTER

Extended warranty @ James Auto Center INC is 36 months or 36,000 miles which ever comes first. In order to maintain your Extended Warranty, James Auto Center must see your vehicle every 6 months to maintain your warranty. THIS IS AT NO COST TO YOU THE CUSTOMER!

NAPA Auto Care Warranty - Call 1-800 452 NAPA for warranty out of town  
1-800 LET-NAPA to locate the nearest NAPA Auto Care Center.

Call 1-866-588-0728 for CarQuest Tech-Net warranty related repairs.

"To Your Rescue" Roadside assistance 1-888-588-0728

Visit www.techauto for complete details

**For After Hours Tow Service call 850-215-8695**

**James Auto Center, Inc.**

1301 E. 11th St

Panama City, FL 32401

Phone: (850) 763-0555

Fax: (850) 784-6358

Email: james@masterautotech.com

Web Address: www.jamesautocenter.com

Page 2 of 2

**Invoice**

5848

Estimate Ref #: 0

Date Printed: 11/18/2013

Printed Time: 3:02 pm

MV 233

Hat/Ref #

We Fix it Right, Guaranteed!

Time Promised:

2005 MERCURY GRAND MARQUIS V8 4.6L 281CID FI GAS N W

VIN:2MEFM74W15X6

Date Written: 11/18/2013

Panama City, FL

License:

Mileage In: 94,947

Written By: Regina Wilkerso...

Home:

Unit #:

Mileage Out: 94,947

Save Old Parts: No

Cell:

Email:

DOM:

Parts: \$0.00

Labor: \$199.34

Sublet: \$0.00

Misc: \$0.00

Hazmat: \$0.00

Supplies: \$0.00

| Payment Date    | Type  | Method | Amount   |
|-----------------|-------|--------|----------|
| 11/18/2013      | Check |        | 214.29   |
| Payment Totals: |       |        | \$214.29 |

Tax Total: \$14.95

Invoice Total: **\$214.29**

Less Paid: \$214.29

Balance Due: **\$0.00**

Thank you for choosing James Auto Center for your maintenance and repair service.



# Bay Lincoln Hyundai Mitsubishi

641 West 15th Street • P.O. Box 39 • Panama City, FL 32401  
MV#35786 (850) 785-1591 www.BayCars.com MV#53569



RO: 510781-OPEN

Cashier: 004136

Date Out: 11/19/2013

Status: MODIFIED REPRINT

Tag: Time-In: 07:38

Miles-In: 94973 Out: 94973

Customer: X0223 Stock #: X0223  
Retail

VIN: 2MEFM74W15X 2005 MERC GRAND MARQ GLD

Sold By: GERALD BUCCELLATO

PANAMA CIT FL

Home: Work: N/A

Advisor: 002075-JOHN C LYNCH

Hat: 541

Date In: 11/19/2013

| OP | Acct | Tech | Hours | Complaint/Cause/Correction | Per Unit | Extended Price |
|----|------|------|-------|----------------------------|----------|----------------|
|----|------|------|-------|----------------------------|----------|----------------|

[ CUSTOMER PAY ]

|   |                                                              |              |     |                              |                  |        |
|---|--------------------------------------------------------------|--------------|-----|------------------------------|------------------|--------|
| A | SFCP                                                         |              | 900 |                              |                  |        |
|   |                                                              | 002074E      | 2.0 | Cost: 42.00                  |                  |        |
|   | C/S THE HEAD LIGHT S WILL JUST SHUT OFF WHILE DRIVING        |              |     |                              |                  |        |
|   | PERFORMED ELECTRICAL DIAG, FOUND LCM TO BE FAILING. REPLACED |              |     |                              |                  |        |
|   | LCM AND REPROGRAMMED. RETEST FOR NORMAL OPERATION, PASS.     |              |     |                              |                  |        |
|   | Parts: 1                                                     | 5W7Z13C788AC |     | PROCESSOR - LIGHTING CONTROL | 610.00           | 610.00 |
|   |                                                              |              |     |                              | Total Parts:     | 610.00 |
|   |                                                              |              |     |                              | Operation Total: | 754.00 |
|   | Technician: LEWIS, MICHAEL                                   |              |     |                              |                  |        |

[ INTERNAL ]

|   |                                        |         |  |  |                  |      |
|---|----------------------------------------|---------|--|--|------------------|------|
| B | SOI                                    |         |  |  |                  |      |
|   |                                        | 002074S |  |  |                  |      |
|   | CUSTOMER STATES MULTI-POINT INSPECTION |         |  |  |                  |      |
|   | PERFORMED MULTI-POINT INSPECTION       |         |  |  |                  |      |
|   | Technician: LEWIS, MICHAEL             |         |  |  |                  |      |
|   |                                        |         |  |  | Operation Total: | 0.00 |

[ WARRANTY ]

|    |                            |         |      |                          |                  |       |
|----|----------------------------|---------|------|--------------------------|------------------|-------|
| *C | SFFW                       |         | 2000 |                          |                  |       |
|    |                            | 002074L | 0.3  | Cost: 6.30               |                  |       |
|    | PERFORM 13R01 CAMP         |         |      |                          |                  |       |
|    | PERFORM 13R01 CAMP         |         |      |                          |                  |       |
|    | PERFORMED RECALL 13R01F    |         |      |                          |                  |       |
|    |                            |         |      | HRS 0.3 Labor Op: 13R01F |                  |       |
|    | Technician: LEWIS, MICHAEL |         |      |                          |                  |       |
|    | Start: 11:08 Stop: 11:30   |         |      |                          |                  |       |
|    |                            |         |      |                          | Operation Total: | 24.30 |

|                           |        |
|---------------------------|--------|
| SFCP                      | 754.00 |
| xxxxxx                    | 0.00   |
| SOI                       | 0.00   |
| SFFW                      | 24.30  |
| Customer Paid Shop Charge | 20.50  |
| Customer Paid Sales Tax   | 64.56  |

|                     |        |
|---------------------|--------|
| Customer Pay Labor: | 144.00 |
| Customer Pay Parts: | 610.00 |

Warranty Total: 24.30

Supplies and/or Hazardous Waste Removal: 20.50

|                         |        |
|-------------------------|--------|
| Customer Pay Subtotal:  | 774.50 |
| Customer Pay Sales Tax: | 64.56  |

Customer Total Due: 839.06

Chk: 839.06



# Bay Lincoln Hyundai Mitsubishi

641 West 15th Street • P.O. Box 39 • Panama City, FL 32401  
MV#35786 (850) 785-1591 www.BayCars.com MV#53569



RO: 510781-OPEN

Cashier: 004136

Date Out: 11/19/2013

Status: MODIFIED REPRINT

Tag: Time-In: 07:38

Miles-In: 94973 Out: 94973

Customer: X0223 Stock #: X0223

Retail

VIN: 2MEFM74W15X 2005 MERC GRAND MARQ GLD

Sold By: GERALD BUCCELLATO

PANAMA CIT FL

Home: Work: N/A

Advisor: 002075-JOHN C LYNCH

Hat: 541

Date In: 11/19/2013

OP Acct Tech Hours Complaint/Cause/Correction

Per Unit Extended Price

I hereby authorize the repair work herein set forth 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 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 and/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 the vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this products are the manufacturer's. BAY LINCOLN HYUNDAI MITSUBISHI hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and BAY LINCOLN HYUNDAI MITSUBISHI neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by BAY LINCOLN HYUNDAI MITSUBISHI in no way affects the terms of the manufacturer's warranty.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

"All parts installed are new/salvaged or reconditioned parts."  
TERMS: STRICTLY CASH unless arrangements made.

Signature: \_\_\_\_\_