

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 02-APR-2014	Repository <input type="checkbox"/> Reference No. 10576727
<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			
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City YPSILANTI	State MI	Zip Code	
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MEHM75W44X		Make MERCURY	Model GRAND MARQUIS
		Model Year 2004	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s) 15-AUG-2013
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 010000 STEERING		Failure Mileage 88232	Failure Speed 25
<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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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> (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
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 2004 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THE STEERING WHEEL BECAME HARD TO MANEUVER. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE TECHNICIAN DIAGNOSED THAT THE STEERING COLUMN HOLSTER HAD FAILED. THE VEHICLE WAS REPAIRED. THE MANUFACTURE WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 88,232 AND THE CURRENT MILEAGE WAS 128,000.			
THERE IS A RECALL ON THE SAME PART FOR THE SAME MODEL 2005 & NEWER			
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.			

**LONG'S AUTOMOTIVE**  
 1525 ECORSE RD  
 Ypsilanti, MI. 48198  
 Phone - 734-487-9800 Fax - 734-487-9833

**INVOICE**  
**15067**  
 Org. Est. # 034345  
 M175557

**INVOICE**

Print Date : 08/15/2013

[Redacted]  
 Ypsilanti, MI [Redacted]  
 Home [Redacted] - Cellular [Redacted]  
 Cust ID : 372

2004 Mercury - Grand Marquis LS  
 Lic # [Redacted] MI Odometer In : 88232  
 Unit # :  
 Vin # : 2MEHM75W44X [Redacted]  
 Hat # : Ref # :

Part Description	Qty	Sale	Extended	Labor Description	Extended
STEERING SHAFT	1.00	241.52	241.52	STEERING COLUMN FLEX COUPLING - Remove & Replace - [Includes: Lower Shaft - R&I.]	91.08
Shop Supplies		10.00	10.00	Environmental Charge	2.00

*CASH*

[ Technicians : LONG, MARK M175557 ]

[ Payments - Check - \$359.69 ]

I acknowledge that the above repairs have been completed and I am in receipt of my vehicle in satisfactory condition. You are not responsible for any loss or damage to vehicle while it was in your care. I agree to pay \$15.00 per day storage on vehicles left more than 24hrs after repairs are completed. Warranty is 12,000 miles or 12 months whichever occurs first. Warranty work has to be performed in our shop. We are not responsible for any towing or road service charges.

Labor:	\$93.08
Parts:	\$251.52
Sublet:	\$0.00
Sub:	\$344.60
Tax:	\$15.09
Total:	\$359.69
Bal Due:	\$0.00

SIGNATURE. [Redacted]

Date..... Time.....