

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 07-OCT-2014	Repository ☐ Reference No. 10641950
				Daytime Telephone Number NOV 20 2014 [REDACTED]	E-mail Address NOEMAIL@UNK.GOV
OWNER INFORMATION (Type or Print)					
Name		[REDACTED]		[REDACTED]	
Address		[REDACTED]		[REDACTED]	
City	HYDE PARK	State	NY	Zip Code	[REDACTED]
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	MERCURY	Model	GRAND MARQUIS
2MEBM7FV6AX [REDACTED]		Model Year	2010		
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
10-26-2010	McLean Ford 518 398-7733		No: Cylinders	GAS	
Original Owner	Dealer's City	State	Zip Code		
☐	PINE PLAINS NY	N.Y.	12567		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
Auto	☒ Cruise Control		Yes	25-APR-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING			Failure Mileage	Failure Speed	
			21546 28546		
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		Failure Location:		
	☐ Prior Repair				
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	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2010 MERCURY GRAND MARQUIS. WHILE DRIVING AT AN UNKNOWN SPEED, THE STEERING WHEEL BECAME DIFFICULT TO TURN. THE DEALER REPLACED THE POWER STEERING RACK. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 28,546.					
Repair work was done at Friendly Ford 2250 South Road Poughkeepsie N.Y. 12601 845-462-1900 on 4-24-14 (Invoice repair attach)					
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.					



2250 SOUTH ROAD
POUGHKEEPSIE, N.Y. 12601
(845) 462-1900
N.Y.S. M.V.R/S REG. NO. 7115021

CUSTOMER NO.	ADVISOR MICHAEL	INVOICE NO.	INVOICE DATE 04/25/14	INVOICE NO.
LABOR RATE	MILEAGE 28,546	COLOR	STOCK NO.	
YEAR / MAKE / MODEL 10/MERCURY/GRAND MARQUIS/4DR SDN LS	DELIVERY DATE	DELIVERY MILES	DELIVERY DATE 04/24/14	REPRINT# 1
VEHICLE I.D. NO. 2 M E B M 7 F V 6 A X	SELLING DEALER NO.	PRODUCTION DATE		
R.T.E. NO.	P.O. NO.	R.O. DATE		
BUSINESS PHONE	COMMENTS			

MO:

LABOR & PARTS

1 23F0Z MISC TECH(S): 2977 WARRANTY
REPLACEMENT OF UPPER DRIVE SHAFT DUE TO BINDING OF
STEERING WHEEL WHEN TURNING

REMOVE AND REPLACE UPPER DRIVE SHAFT DUE TO BINDING OF
STEERING WHEEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	5W1Z-3B676-AB	SHAFT ASY		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

2+23F0ZA MISC TECH(S): 9870 189.00
UPON REPLACEMENT OF UPPER STEERING SHAFT, ADDITIONAL
BINDING CAUSED BY POWER STEERING RACK
REMOVE AND REPLACE POWER STEERING RACK
BLEED AND FILL SYSTEM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	-1	8W7Z-3504-BRM	CORE RETURN	250.00	-250.00
JOB # 2	1	8W7Z-3504-BRM	GEAR ASY - STE	720.06	720.06
				JOB # 2 TOTAL PARTS	470.06
				JOB # 2 TOTAL LABOR & PARTS	659.06

3+16F0Z FRONT END ALIGNMENT TECH(S): 9870 69.95
PERFORM FRONT END ALIGNMENT DUE TO P/S RACK REPLACEMENT
COMPLETED WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	69.95

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY	
JOB # 2	FHCARD	MY CUSTOMER DATA VIP CARD PARTS		-65.96	
				TOTAL - MISC	-65.96

COMMENTS
WAIT



2250 SOUTH ROAD
POUGHKEEPSIE, N.Y. 12601
(845) 462-1900
N.Y.S. M.V.R/S REG. NO. 7115021

CUSTOMER NO. [REDACTED]	ADVISOR MICHAEL [REDACTED]	INVOICE DATE 04/25/14	INVOICE NO. [REDACTED]
HYDE PARK, NY [REDACTED]	LABOR RATE [REDACTED]	MILEAGE 28,546	COLOR [REDACTED]
	YEAR / MAKE / MODEL 10/MERCURY/GRAND MARQUIS/4DR SDN LS		STOCK NO. [REDACTED]
	VEHICLE I.D. NO. 2 M E B M 7 F V 6 A X [REDACTED]		DELIVERY DATE [REDACTED]
	R.T.E. NO. [REDACTED]		DELIVERY MILES [REDACTED]
BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
		R.O. DATE 04/24/14	REPRINT# 1
		MO: [REDACTED]	

TOTALS

THANK YOU FOR YOUR PATRONAGE

CASH [] CHECK [] HOUSE CHARGE []

M/C [] VISA [] AMEX []

IN OUR COMMITMENT FOR CUSTOMER SATISFACTION WE ASK YOU TO PLEASE TAKE THE TIME TO RETURN ANY SURVEYS YOU RECEIVE FROM FORD MOTOR COMPANY. OUR OBJECTIVE IS TO KEEP YOU "COMPLETELY SATISFIED" AND TO "FIX IT RIGHT THE FIRST TIME". IF FOR ANY REASON THESE OBJECTIVES HAVE NOT BEEN MET, PLEASE LET US KNOW! YOUR COMMENTS ARE IMPORTANT TO US AND WILL HELP MEET OUR GOAL.

TOTAL LABOR.... 258.95
TOTAL PARTS.... 470.06
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -65.96
TOTAL TAX..... 53.88

TOTAL INVOICE \$ 716.93

CUSTOMER SIGNATURE _____