

JUN 5 - 2015

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	Repository ☐
30-APR-2015	Reference No. 10713897

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City BRONX	State NY	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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2MELM75W7T	Make MERCURY	Model GRAND MARQUIS	Model Year 1996
Date Purchased JAN 2015	Dealer's Name and Telephone Number SHULTZ FORD - 845-624-3600	Engine: No: Cylinders 8	Fuel Type: gas
Original Owner ☐	Dealer's City Nanuet NY	State NY	Zip Code 10954
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 03-AUG-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage 114000	Failure Speed
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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
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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 1996 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE DEALER DISCONNECTED THE SPEED CONTROL DEACTIVATION SWITCH AS AN INTERIM REPAIR UNTIL THE INSTALLATION OF A FUSED WIRING HARNESS BECAME AVAILABLE FOR NHTSA CAMPAIGN NUMBER: 07V336000 (VEHICLE SPEED CONTROL). THE CONTACT STATED THAT THE VEHICLE WAS TAKEN BACK TO THE DEALER TO COMPLETE THE RECALL REPAIRS; HOWEVER, THE DEALER REFUSED TO HONOR THE RECALL REPAIR. AS A RESULT, THE CONTACT WAS UNABLE TO ACTIVE THE SPEED CONTROL ACTIVATION SWITCH. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 08V051000 (VEHICLE SPEED CONTROL). THE FAILURE MILEAGE WAS 114,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

* See attach sheets *

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

WASH DC
MAY 200
29 MAY '15
PM 14 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safercar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Hello

May 22 - 2015

the previous owner brought in this car for the recall and the dealer disconnect the speed control but never installed a new fused wiring harness that is suppose to be done so the speed control can work and not cause a fire. I called Shultz ford and they said they have the record of this but seems like they closed out the recall on this car even though it was never completed. So then I called 3 more ford dealers and when I gave them the vin # they all told me same story, that no recall exists on this vin #, I am enclosing the invoice that states the speed control was just disconnected on the 1st part of the recall the fused wiring harness was never installed. So the Cruise control does not work. I want to fix this at a dealer in BX or Westchester county, NY. thank you. Please help me.

yours truly


P.S. please keep me informed on what going on.



SCHULTZ FORD LINCOLN MERCURY INC.



"FORD CAR AND
TRUCK EXPERTS"



LINCOLN

Mercury

SCHULTZ FORD - LINCOLN - MERCURY, INC.

80 Route 304, Nanuet N.Y. 10954

(845) 624-3600 FAX: (845) 624-2121

OPEN MON.-FRI. 7 AM to 5:30 PM

NYS REG #R2440024

"FORD PARTS EXPERTS"

schultzford.com

CUSTOMER NO.		ADVISOR	RICHARD SANDBERG	15670	TAG NO.	6347	INVOICE DATE	03/21/08	INV		
		LARV RATE	95.00	LIC		MILEAGE	84,761	COLOR	GREEN/	STOCK NO.	
		YEAR / MAKE / MODEL	96/MERCURY/GRAND MARQUIS/4DR SDN LS				DELIVERY DATE		DELIVERY MILES		
		VEHICLE I.D. NO.	2 M E L M 7 5 W 7 T X				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R. DATE	03/20/08				
RESIDENCE PHONE		COMMENTS									

MO: 84761

LABOR & PARTS

J# 1 31FOZ05S28 RECALL 05S28 SPEED 'C' HOURS: 0.20 TECH(S):13042 WARRANTY
CUSTOMER STATES PERFORM CAMPAIGN 05S28...2000 F150,
EXPEDITION, NAVIGATOR, 20001 F150 SUPER CREW SPEED CONTROL
DEACTIVATION SWITCH
VERIFIED VEHICLE HAS CAMPAIGN 05S28.
DISCONNECTED ELECTRICAL CONNECTOR FROM THE SPEED CONTROL
DEACTIVATION SWITCH, TAPED CONNECTOR END AND SECURED WITH
TIE STRAP AS PER CAMPAIGN INSTRUCTIONS.
05S28J..0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	8W7Z-14A411-BB	WIRE ASY		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TECHNICIAN CERTIFICATION: 13042 RANDY ARIAS X114

TOTALS

*****	CONSUMER INFORMATION	*****	TOTAL LABOR...	0.00
****	PLEASE CHECK YOUR TIRE PRESSURE MONTHLY	*****	TOTAL PARTS...	0.00
**	RECOMMENDED TIRE PRESSURES ARE ON THE LEFT FT DOOR JAM **		TOTAL SUBLET...	0.00
			TOTAL G.O.G...	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

THANK YOU! [] CASH
SCHULTZ FORD INC [] CHECK#
845 624 3600 [] CREDIT CARD RECD BY
** IF WHEELS WERE REMOVED ON TRUCKS E/F 250 AND UP PLEASE **
RETORQUE WHEELS BEFORE 500 MILES. Thank You!

IF TIRES WERE INSTALLED ON YOUR VEHICLE...PLEASE MAIL YOUR
TIRE RECALL CARD...IT IS ATTACHED TO YOUR INVOICE COPY....

CUSTOMER SIGNATURE

-LABOR CHARGES-
COMPUTED BY INDUSTRY
STANDARDS SUCH AS:
1. QUOTED PRICE
2. FLAT RATE HOUR
PAGE 1 OF 1

PARTS
ALL PARTS ARE NEW UNLESS
IDENTIFIED BY A U=USED
OR R=REBUILT.
SEE REVERSE SIDE FOR
MANUFACTURERS WARRANTY

[END OF INVOICE] 08:48am