



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
05-JUN-2015
JUL 21 2015
Repository
Reference No.
10723600

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **VERMILION** State **OH** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address
Evening Telephone Number

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
ZMEHM75WXX4 [REDACTED] Make **MERCURY** Model **GRAND MARQUIS** Model Year **2004**
Date Purchased **JUNE 2004** Dealer's Name and Telephone Number **LIBERTY FORD-LINCOLN, INC 440-967-6191** Engine: No: Cylinders
Original Owner Dealer's City **VERMILION, OHIO 44089** State **OHIO** Zip Code **44085** Fuel Type:
Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s)
 Cruise Control **03-JUN-2015**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: **010000 STEERING** Failure Mileage **50000** 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 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 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 2004 MERCURY GRAND MARQUIS. WHILE DRIVING AT AN UNKNOWN SPEED, THE STEERING FAILED WITHOUT WARNING. THE DEALER DIAGNOSED THAT THE UPPER INTERMEDIATE SHAFT FAILED AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 50,000.

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 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.

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

TRAVELING AT 25 MPH - SLOWED DOWN TO TURN INTO
POST OFFICE. WOULD NOT TURN, TRAVELED ABOUT 400 FT
TO LIBERTY FORD, MANAGED TO TURN INTO DEALER.
AUTO WAS REPAIRED AT THIS TIME.

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



**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**



**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



CUSTOMER #: [REDACTED]

LIBERTY FORD-LINCOLN, INC.

4215 Liberty Ave. * P.O. Box 457
VERMILION, OHIO 44089
Phone (440) 967-6191
www.libertyford.com

INVOICE

PAGE 1



VERMILION, OH

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 2897 NICK HARKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	04	MERCURY GRAN MARQUIS	2MEHM75WX4X [REDACTED]		50318/50318	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN11 DD			18:00 01JUN15		105.00	CASH	01JUN15
R.O. OPENED: 01JUN15		READY: 01JUN15	OPTIONS: DLR: [REDACTED] ENG:4.6 Liter_SOHC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S TSEERING HARD TO TURN
3000 DIAGNOSE AND REPAIR
2483 CP 262.50 262.50
1 5W1Z*3B676*A SHAFT ASY 253.83 253.83 253.83
50318 DIAG AND REPLACE LOWER STEERING SHAFT.

B SERVICE CAR WASH
CAUSE: SERVICE CAR WASH
WASH SERVICE CAR WASH
2483 ISP (N/C)
NHTSA - confirm No 10723600

C** POWER STEERING FLUSH...\$99.95
P/F POWER STEERING FLUSH...\$99.95
2483 CPM 52.83 52.83
1 6700R P/S FLUSH 47.13 47.13 47.13
50318 PERFORM POWER STEERING FLUID FLUSH.

*****WE HAVE A FULL SERVICE BODY SHOP*****
WE WORK ON ALL MODELS AND MAKES!!!!!!!!!!!!
WE WORK WITH ALL INSURANCE COMPANIES!!!!!!!!
FREE ESTIMATES!!!!!!!!!!!!!!!!!!!!!!!!!!!!
RENTAL CARS AVAILABLE!!!!!!!!!!!!!!!!!!!!!!!!!!!!

1800-392-3673

-888-320-9236-

JST/AE

PAID Chris JUN 17 2015

BY: CC DUAN

CAS [REDACTED]

WARRANTY STATEMENT AND DISCLAIMER:
THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$30.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	315.33
PARTS AMOUNT	300.96
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	616.29
LESS INSURANCE	0.00
SALES TAX	40.05
PLEASE PAY THIS AMOUNT	656.34