

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) AGENCY USE ONLY 100148



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received 16-JUL-2015	Repository <input type="checkbox"/>
	Reference No. 10734456

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ATLANTA State: GA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [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 2MEHM75W15X [REDACTED]	Make MERCURY	Model GRAND MARQUIS	Model Year 2005
Date Purchased 5-27-05	Dealer's Name and Telephone Number Regina Lincoln Mercury 770-952-2457	Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City Marietta, GA 30060	State GA	Zip Code 30060
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 13-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 150000 SEAT BELTS	Failure Mileage 66900	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)	<input type="checkbox"/> Original Equipment <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 <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
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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 2005 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT ILLUMINATED CONTINUOUSLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE SEAT BELT ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 66,900.

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.



PUGMIRE FORD
 One Ford Way
 Carrollton, GA 30115
 (770) 832-2457
 Fax: (770) 834-3137

PUGMIRE LINCOLN-MERCURY
 1865 Cobb Pkwy. South
 Marietta, GA 30060
 (770) 952-2281
 Fax: (770) 850-8582

www.pugmire.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:30 p.m.
 Monday - Friday
 8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
5/26/15	
R/O Close Date	Status
5/27/15	Pre-Invoice
Mileage In	Mileage Out
66926	66926
Service Advisor / Tag #	
Barry Kelly/6652	
Vehicle Identification Number	
2MEHM75W15X	
Delivery Date	In-Service Date
5/27/05	5/28/05
Color	License Number
GOLD ASH M	

ATLANTA, GA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2005	MERCURY	GRAND MARQUIS	4DR SDN LS	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] AR#: [REDACTED]	
#1 - 28LIZ: ELEC/LIGHT LINE C/S AIRBAG LIGHT FLASHES 3 TIMES OVER AND OVER Caused by <u>FAULTY SEAT BELT ASSEMBLE./</u> Work performed by Renold Bridgemohan (RB) Installed BW7Z 5461200 BB :KIT - SEAT BELT 1@358.50 VERIFIED CONCERN PERFORM BCE TEST RETRIVE DTC B22 92 PERFORM PP TEST FOUND DRIVER PRE TENSIONER FAIL REMOVE AND REPLACE RETEST VERIFIED REPAIR. Sub Total: 658.50	300.00 358.50
#2 * 99P: MULTI POINT INSPECTION Sub Total: .00	
#3 * GBATT: GREEN BATTERY CONDITION (CHECKED AND OK) Sub Total: .00	
#4 * GTIRE: GREEN TIRE CONDITION (TIRES CHECKED AND OK) Sub Total: .00	
#5 * YBK: BRAKE INSPECTION COMPLETED - BRAKES IN YELLOW AT THIS TIME - MAY REQUIRE FUTURE ATTENTION Sub Total: .00	
Loyal Customer P & L Discount	-66.00
Please Note: NEED INTAKE MANIFOLD, BELT/TENSIONER FRONT BRAKES AND UPPER CONTROL ARMS MAJOR SERVICE ADV/// MAY ALSO	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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 above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Under certain circumstances you may choose to purchase and/or install a remanufactured, aftermarket, or used part. I acknowledge and accept these parts in the condition that these parts are in at the time of installation. The seller has properly informed me of these types of parts and I authorize the purchase and/or installation of these parts.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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R/O Close Date	Status
5/27/15	Pre-Invoice
Mileage In	Mileage Out
66926	66926
Service Advisor / Tag #	
Barry Kelly/6652	

ATLANTA, GA			Work Phone	Vehicle Identification Number
				2MEHM75W15X
			Home Phone	Delivery Date
				5/27/05
			Body	In-Service Date
			4DR SDN LS	5/28/05
Year	Make	Model	Color	License Number
2005	MERCURY	GRAND MARQUIS	GOLD ASH M	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
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DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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LABOR	300.00
PARTS	358.50
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	25.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	23.01
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-66.00
TOTAL DUE	640.51

PAID

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X