

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation

National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**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 OFFICE USE ONLY 1058

Date Received 22-JUL-2015	Repository <input type="checkbox"/>
	Reference No. 10735227

**OWNER INFORMATION (Type or Print)**

Name	[REDACTED]			Daytime Telephone Number	E-mail Address
Address	[REDACTED]			[REDACTED]	
City	FORT MYERS	State	FL	Zip Code	[REDACTED]
				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 2MEFM75W85X [REDACTED]	Make MERCURY	Model GRAND MARQUIS	Model Year 2005
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders 8
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type AUTOMATIC	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Multiple Failure: 2
			Incident Date(s) 13-DEC-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 150000 SEAT BELTS, 140000 AIR BAGS, 010000 STEERING	Failure Mileage	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: DOTM9ABC036)	<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	Number of Deaths	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).

2005 MERCURY GRAND MARQUIS. CONSUMER WRITES IN REGARDS TO SEAT BELTS AND STEERING WHEEL PRESS SWITCH REPLACEMENT.  
 \*SMD  
 THE CONSUMER STATED IN JUNE 2015, THE DRIVER'S SEAT BELT WAS REPLACED WHICH WAS THE CAUSE OF THE AIR BAG LIGHT BEING ON.  
 \*JB

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.



July 17, 2015

[REDACTED]  
Fort Myers, FL [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for your contacting Ford Motor Company. We have received your letter and request for reimbursement for recent seat belt repairs to your 2005 Grand Marquis.

We sincerely regret the circumstances you described and apologize for the inconvenience you have been caused as a result.

The circumstances which you outlined have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit substantial resources and effort in a sincere attempt to resolve the concerns of our owners.

Our records indicate that you have recently spoken to our Customer Relationship Center and were provided Ford's response to your request.

After careful consideration, we are supporting the previous decision and will not be able to grant your request for reimbursement.

Thank you for contacting Ford Motor Company. We are sorry that we were not able to meet your expectations.

Sincerely,

A handwritten signature in black ink, appearing to read "Teresa Wesley".

Teresa Wesley  
Customer Service Representative  
Ford Motor Company

Sent  
July 7-15

Letter was sent to Ford Motor Co.

July 7, 2015

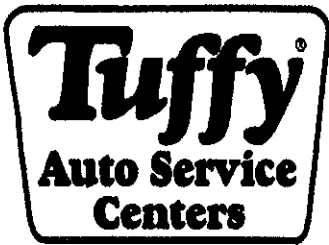
To Whom It May Concern:

I own and drive a 2005 Grand Marquis. At the time of purchase I had 28,000 + miles. As of July 2015 I now have 45,7129 miles. The reason for this letter is in Dec 2012 I had to replace the seat belt on the passenger's side because of the air bag light would not go out the same yr. I replaced the press switch on the steering I lost power trying to turn in my security gate at my condo. I was lucky I was not on a busy highway. In June 2015 I had to replace the driver's side seat belt again because of the air bag light. I know the 3 yr warranty has long expired but I still do not 50,000 miles on the car. Is there anyway I may be compensated for my expenses.

Enclosed are the bills that I paid to have the work done.

Sincerely





TUFFY AUTO SERVICE CENTER  
 13061 MCGREGOR BLVD  
 FT. MYERS, FL 33919  
 MV# 30983 (239) 437.2993

\*\*\*\*\* I N V O I C E

\*\*\*\*\* I N V O I C E 01-37 PM INVOICE# [REDACTED] ESTIMATE# [REDACTED]

06/17/15

FT MYERS  
 FL

2005 MERCURY GRAND MARQUIS

JACK MACKENZIE

QTY.	PART	DESCRIPTION	DISC	PRICE	LIST	EXT
		AIR BAG LIGHT ON	Disc	30.00	55.00	25.00
		TUNE-UPS SUBTOTAL:		25.00		
1	ELD	REPL DRIVERS SEAT BELT			150.00	150.00
1	OPEL	5461200 BELT KIT			375.00	375.00
		ELECTRICAL SUBTOTAL:		525.00		
1	SS	SHOP SUPPLIES			10.00	10.00
		SHOP SUP. SUBTOTAL:		10.00		

Estimated price firm for 30 days. The charge of \$20 for writing estimate will be applied to final invoice if work is performed. All parts new unless specified otherwise. Labor based on flat rates unless specified otherwise. Due to space limitations we request that you pick up your vehicle at the promised completion time or within a reasonable time after notification that the repairs have been completed. Should you fail to pick up your vehicle within three (3) working days after notification of its completion, a storage rate of \$15.00 per day will be charged.

I here by authorize the above work to be done with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. If there is a dispute over the final bill, I may bond the amount with my local clerk of court, per FS 559.917. Failure to bond/pay my bill may lead to implementation of FS 713.585 Lien Law. I understand that you will not be held responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control. I also understand that you are responsible for goods left over 30 days.

I ( ) do ( ) do not request the return of replaced parts.

NO REFUNDS

If you have any questions or comments that would help us provide better service, please contact the store manager at the address or phone number listed above or write to Tuffy Associates Corp. at the address listed below in the warranty box.

WARRANTY INFORMATION

"All products and workmanship are warranted for ninety (90) days from the date of purchase. Tuffy Auto Service Centers do issue additional warranties on brake shoes and pads, mufflers shock absorbers, strut assemblies, strut cartridge and coil springs. The warranty terms on these products are stated on a separate printed warranty certificate issued to you, together with the invoice, at the time of purchase of the product. Warranty work for these products and services will be performed at any Tuffy Auto Service Center offering these products and services. Consult your telephone directory, white pages, for the for the Tuffy Auto Service Center most convenient to you, or write to Tuffy Associates Corp., Warranty Department, 1414 Baronial Plaza Drive, Toledo, OH 43615".

+ SUGGESTED PARTS OR SERVICES

Customer acknowledges the item(s) noted by a (s) lower case s was suggested for rebuilding or replacement. Condition of the suggested part is such that replacement is not yet required for satisfactory performance but may be approaching the point where replacement is needed. All other parts are required for satisfactory performance. Condition of the part is such that it is no longer providing the function for which it was intended.

ALL PARTS ON THIS INVOICE ARE NEW UNLESS OTHERWISE SPECIFIED.

SUBT> 560.00

PART TAX> 33.60 TOTAL TAX> 33.60

Paid by: VISA 593.60

THANK YOU FOR CHOOSING TUFFY

593.60

**THANK YOU FOR CHOOSING  
 TUFFY AUTO SERVICE CENTERS**

**YOU ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF YOUR SIGNATURE:**

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto. We are not responsible for unavailability of parts or delays in parts shipments beyond our control nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

PLEASE SELECT ONE AND INITIAL

- I request the return of parts replaced subject to core charge.
- I do not want replaced parts returned to me.

IT IS RECOMMENDED THAT VEHICLES UNDERGO A TUNE-UP UPON INSTALLATION OF NEW CATALYTIC CONVERTER.

INITIALS

- CERTIFICATION -

INITIALS

AUTHORIZED INCREASE IN ESTIMATE APPROVED

PER: \_\_\_\_\_ \$ \_\_\_\_\_ TIME: \_\_\_\_\_

ALL PARTS SHOWN ON THIS ESTIMATE OF REPAIRS ARE NEW UNLESS OTHERWISE SPECIFIED.

PLEASE RETURN THIS INVOICE FOR PRESENTATION WITH YOUR WARRANTY CARD WHEN MAKING WARRANTY CLAIM

**We Appreciate Your Business!**



TUFFY AUTO SERVICE CENTER  
 13061 MCGREGOR BLVD  
 FT. MYERS, FL 33919  
 MV# 30983 (239) 437.2993



www.prontowarranty.com

\*\*\*\*\* INVOICE

\*\*\*\*\* INVOICE 11:25 AM INVOICE# [REDACTED] ESTIMATE# [REDACTED]

[REDACTED] 04/13/12  
 FT MYERS 2005 MERCURY GRAND MARQUIS  
 FL

JACK MACKENZIE

QTY.	PART	DESCRIPTION	MECH#	LICENSE#	LIST	EXT
1	OPFE	P/S PRESS SWITCH			59.40	59.40
1	LFE	LABOR ON P/S SWITCH			45.00	45.00
		FT END SUBTOTAL:	104.40	MECH# 4 WESLEY SONS		
2	PSF	POWER STEERING FLUID 1PT			2.25	4.50
		L.O.F. SUBTOTAL:	4.50	MECH# 3 TUFFY HOUSE		
1	EMIR	CHECK LOSS OF POWER ST				NO/CHR
		ENGINE/TRANS SUBTOTAL:	.00	MECH# 3 TUFFY HOUSE		
1	SS	SHOP SUPPLIES			4.36	4.36
		SHOP SUP. SUBTOTAL:	4.36	MECH# 3 TUFFY HOUSE		

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I hereby authorize the above work to be done with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. If there is a dispute over the final bill, I may bond the amount with my local clerk of court, per FS 559.917. Failure to bond/pay my bill may lead to implementation of FS 713.585 Lien Law. I understand that you will not be held responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control. I also understand that you are responsible for goods left over 30 days.

I ( ) do ( ) do not request the return of replaced parts.

x \_\_\_\_\_ NO REFUNDS

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ALL PARTS ON THIS INVOICE ARE NEW UNLESS OTHERWISE SPECIFIED.

SUBT> 113.26  
 PART TAX> 6.80 TOTAL TAX> 6.80  
 Paid by: VISA 120.06

THANK YOU FOR CHOOSING TUFFY

120.06

**THANK YOU FOR CHOOSING  
 TUFFY AUTO SERVICE CENTERS**

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X

PLEASE SELECT ONE AND INITIAL

- I request the return of parts replaced subject to core charge.
- I do not want replaced parts returned to me.

IT IS RECOMMENDED THAT VEHICLES UNDERGO A TUNE-UP UPON INSTALLATION OF NEW CATALYTIC CONVERTER.

INITIALS

- CERTIFICATION -

INITIALS

AUTHORIZED INCREASE IN ESTIMATE APPROVED

PER: \_\_\_\_\_ \$ \_\_\_\_\_ TIME: \_\_\_\_\_

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www.prontowarranty.com

\*\*\*\*\* I N V O I C E 01:45 PM

INVOICE# [REDACTED] ESTIMATE# [REDACTED]

12/13/12

FT MYERS 2005 MERCURY GRAND MARQUIS  
 FL

JACK MACKENZIE

MILEAGE 65000 LICENSE# [REDACTED]

QTY.	PART	DESCRIPTION	LIST	EXT
1	OPMISC	PRETENSIONER ASM BW7Z5461	372.80	372.80
1	LMI	DIAG.RPL PASS PRETENSIONE	108.00	108.00
		MISC. SUBTOTAL: 480.80MECH# 2 HAL T.		
1	ELD	AIR BAG LIGHT ON		NO/CHR
		ELECTRICAL SUBTOTAL: .00MECH# 3 TUFFY HOUSE		
1	SS	SHOP SUPPLIES	10.00	10.00
		SHOP SUP. SUBTOTAL: 10.00MECH# 3 TUFFY HOUSE		

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**THANK YOU FOR CHOOSING TUFFY AUTO SERVICE CENTERS**

SUBT> 490.80  
 PART TAX> 29.45 TOTAL TAX> 29.45  
 Paid by: M/C 520.25

THANK YOU FOR CHOOSING TUFFY 520.25

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PER: \_\_\_\_\_ \$ \_\_\_\_\_ TIME: \_\_\_\_\_

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