

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

FOR 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 17-SEP-2015	Repository <input type="checkbox"/>
	Reference No. 10764710

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	PANAMA CITY BEACH	State	FL
Zip Code	[REDACTED]		

Daytime Telephone Number [REDACTED]	F-mail Address [REDACTED]
Evening Telephone Number SAME	

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 2MEFM75W01X [REDACTED]	Make MERCURY	Model GRAND MARQUIS	Model Year 2001
Date Purchased 12-02-2003	Dealer's Name and Telephone Number Ocala Lincoln Mercury 352-732-2866	Engine: 4.6 L No. of Cylinders 8	Fuel Type: Unleaded 87 octane
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type O/D Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4.6L-V8	Multiple Failure: Yes Engine would cut out - shut down
			Incident Date(s) 01-JUL-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, ENGINE (PWS)	Failure Mileage 136037	Failure Speed 70
---------------------------------------------------------------------	---------------------------	---------------------

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
------------------------------------------------------------------------------	-----------------------------------------------------------------------------	--------------------------------	-----------------------	-------------------------

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).

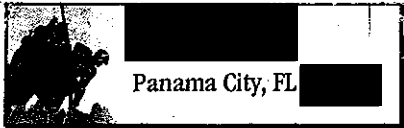
TL* THE CONTACT OWNS A 2001 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 70 MPH, THE VEHICLE WAS JERKING AND THE ABS AND THE CHECK ENGINE WARNING LIGHTS ILLUMINATED. THE VEHICLE HAD A DRASTIC REDUCTION IN SPEED. THE VEHICLE WAS RESTARTED. THE VEHICLE WAS TAKEN TO THE DEALER ON SEVERAL OCCASIONS WHERE IT WAS REPAIRED BUT THE REPAIR DETAILS WERE UNKNOWN. THE REPAIRS FAILED TO REMEDY THE VEHICLE. THE CONTACT STATED THE SERVICE ENGINE WARNING LIGHT CONTINUED TO ILLUMINATED AND THE VEHICLE JERKED VIOLENTLY, REDUCED SPEED AND ATTEMPTED TO STALL. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 136,037.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

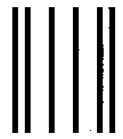
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a 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)

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**



Customer's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

#1

F. I. MOTORS, LLC
 2009 WEST 15TH STREET
 PANAMA CITY FL 32401
 850-215-3581
 FAX - 850-215-3586
 A NAPA AUTOCARE CENTER M.V. #63914
 WWW.AUTOMOBILEREPAIRPANAMACITY.COM

11/11/2015 11:24 AM

page 1

Invoice # [REDACTED]

Day Phone : [REDACTED]
 Eve Phone : [REDACTED]

Vehicle : 2001 Mercury Grand Marquis 4.6 L 281 CID V8 SOHC

VIN : 2MEFM75W01X [REDACTED]

Created : 7/14/2015 9:13:58 AM

Odometer In : 135778

Complete : 7/14/2015 12:06:08 PM

Odometer Out : 0

Invoiced : 7/14/2015 12:06:08 PM

Srv Writer : 4

Labor/Notes

Code/Tech*	Reference	Description	Price
047*	CHECK OUT	CUSTOMER CONCERN	\$0.00
VEHICLE MISSING AND STALLING			
047*	FUEL SYSTEM	3 PART FUEL SYSTEM SERVICE	\$99.95
047*	GUIDE	FUEL FILTER - R&R	\$48.86
047*	GUIDE	SPARK PLUGS - R&R	\$104.70

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	SFI	23595	Fuel Filter (ProSelect)		\$8.99	\$8.99
8	ECH	ICB100	Spark Plug Boot (Coil On Plug)		\$7.99	\$63.92
8	ASP	AP104	Spark Plug - Platinum - OE Type		\$3.99	\$31.92

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$253.51
Parts	\$104.83
Sublet/Misc.	\$0.00
Shop Supplies	\$0.00
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.	
Charges	\$0.00
Sales Tax	Tax @ \$358.34 * 7.5000% = \$26.88

Check# [REDACTED] \$385.22 Paid \$385.22

Tech Certification #
 047

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 or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

#2

F. I. MOTORS, LLC
 2009 WEST 15TH STREET
 PANAMA CITY FL 32401
 850-215-3581
 FAX - 850-215-3586
 A NAPA AUTOCARE CENTER M.V. #63914
 WWW.AUTOMOBILEREPAIRPANAMACITY.COM

11/11/2015 11:24 AM

page 1

Repair Order # [REDACTED]

Day Phone : [REDACTED]
 Eve Phone : [REDACTED]

Vehicle : 2001 Mercury Grand Marquis 4.6 L 281 CID V8 SOHC
 VIN : 2MEFM75W01X [REDACTED]
 Created : 8/14/2015 7:48:35 AM
 Srv Writer: 4

Last Mileage : 0
 Odometer In : 136264
 Odometer Out : 0

Labor/Notes

Code/Tech*	Description	Price
049*	CUSTOMER CONCERN	\$70.00
CHECK ENGINE LIGHT ON. MISSING STALLING.FOUND BAD CONECTION IN INGNITION CIRCUIT.		
	Labor	\$70.00
	Parts	\$0.00
	Sublet/Misc.	\$0.00
	Shop Supplies	\$0.00
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.		
	Charges	\$0.00
	Sales Tax	Tax @ \$70.00 * 0.0000% \$0.00
	Check # [REDACTED]	Repair Total
		\$70.00

Tech : 049
 Certification #

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ___ days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts ____. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

3

F. I. MOTORS, LLC
2009 WEST 15TH STREET
PANAMA CITY FL 32401
850-215-3581
FAX - 850-215-3586
A NAPA AUTOCARE CENTER M.V. #63914
WWW.AUTOMOBILEREPAIRPANAMACITY.COM

11/11/2015 11:25 AM

page 1

Repair Order # [REDACTED]

Day Phone [REDACTED]
Eve Phone [REDACTED]

Vehicle : 2001 Mercury Grand Marquis 4.6 L 281 CID V8 SOHC
VIN : 2MEFM75W01X [REDACTED]
Created : 8/19/2015 7:35:35 AM
Srv Writer: 4

Last Mileage : 0
Odometer In : 0
Odometer Out : 0

Labor/Notes

Code/Tech*	Description	Price
049*	CUSTOMER CONCERN	\$0.00
049*	VEHICLE MISSING AND DYING	
049*	SUPPLY AND INSTALL ECM	\$425.00
	ALSO PROGRAM	

Labor	\$425.00
Parts	\$0.00
Sublet/Misc.	\$0.00
Shop Supplies	\$0.00
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.	
Charges	\$0.00
Sales Tax	Tax @ \$425.00 * 0.0000% = \$0.00

check # [REDACTED] Repair Total \$425.00

Tech Certification #
049

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ___ days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts ____. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

#4)

F. I. MOTORS, LLC
 2009 WEST 15TH STREET
 PANAMA CITY FL 32401
 850-215-3581
 FAX - 850-215-3586
 A NAPA AUTOCARE CENTER M.V. #63914
 WWW.AUTOMOBILEREPAIRPANAMACITY.COM

11/11/2015 11:25 AM

page 1

Invoice # [REDACTED]

Day Phone : [REDACTED]
 Eve Phone : [REDACTED]

Vehicle : 2001 Mercury Grand Marquis 4.6 L 281 CID V8 SOHC
 VIN : 2MEFM75W01X [REDACTED]
 Created : 8/27/2015 7:29:54 AM
 Complete : 9/8/2015 1:08:59 PM
 Invoiced : 9/8/2015 1:08:59 PM
 Srv Writer : 4

Odometer In : 136660
 Odometer Out : 0

Labor/Notes

Code/Tech*	Reference	Description	Price
048*	CHECK OUT	CUSTOMER CONCERN	\$0.00
048*	OnDemand	CAMSHAFT POSITION SENSOR R&R	\$34.90
VEHICLE WILL STALL AT TIMES.			
Includes: Component test.			

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	CSS718	CRANK SENSOR		\$42.10	\$42.10
1	-	K8283	IDLER ARM		\$39.80	\$39.80

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$34.90
Parts	\$81.90
Sublet/Misc.	\$0.00
Shop Supplies	\$0.00
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.	
Charges	\$0.00
Sales Tax	\$0.00
Tax @ \$116.80 * 0.0000%	\$0.00
Check# [REDACTED] \$116.80	Paid \$116.80

Tech Certification #
 048

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 or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.



Bay Lincoln Hyundai Mitsubishi

641 West 15th Street • P.O. Box 39 • Panama City, FL 32401
MV#35766 (850) 785-1591 www.BayCars.com MV#53589



RO: [REDACTED] OPEN

Cashier:

Date Out: 09/18/2015

Tag:

Time-In: 08:14 Out: 10:43

Miles-In: 137129 Out: 137129

VIN: 2MEFM75W01X [REDACTED] 2001 MERC GRAND MARQ

Customer: [REDACTED]

PANAMA CITY FL [REDACTED]

Home: [REDACTED] Work: N/A

Advisor: 004267-PHILIP PARKER

Est: 946

Date In: 09/18/2015

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended	Price
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[CUSTOMER PAY]

A SFCP SCURLOA
 CUSTOMER STATES WHEN DRIVING CAR DOWN RD CAR WILL SHUTTER
 THEN SHUT OFF CHECK ENGINE LIGHT HAS COME ON PLEASE ADVISE
 DIAG AND REPLACE #5 COIL
 Parts: 1 3W7Z12029AA COIL ASY - IGNITION

Labor Total: 148.88
 84.03 84.08
 Total Parts: 84.08
 Operation Total: 232.96

[INTERNAL]

B SOI SCURLOS
 CUSTOMER STATES MULTI-POINT INSPECTION
 PERFORMED MULTI-POINT INSPECTION

Customer Pay Labor: 148.88
 Customer Pay Parts: 84.08
 Supplies and/or Hazardous Waste Removal: 14.89
 Customer Pay Subtotal: 247.85
 Customer Pay Sales Tax: 19.48
 Customer Total Due: 267.33

Thank you for allowing us to serve you!

I hereby authorize the repair work herein set forth 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 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 and/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 the vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this products are the manufacturer's. BAY LINCOLN HYUNDAI MITSUBISHI hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and BAY LINCOLN HYUNDAI MITSUBISHI neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by BAY LINCOLN HYUNDAI MITSUBISHI in no way affects the terms of the manufacturer's warranty.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

"All parts installed are new/salvaged or reconditioned parts."
 TERMS: STRICTLY CASH unless arrangements made.

Signature: [REDACTED]

check # [REDACTED]

Nov. 17 - 2015

Panama City Beach, FL

We live in Panama City Beach and on Sunday July 12 going over the Hathaway Bridge which connects the Beach to Panama City and on our way to Church the car started jerking - wanting to cut out and this is in the 45 mph area. On Monday I called F & I Motors which is a NAPA shop and talked to the manager 'Frank' and set up an appointment for Tuesday the 14th. He called me later and explained what the tester had diagnosed and I told him to go ahead and do the repairs that were necessary.

I might add that I worked for a Lincoln - Mercury - Ford and Ford Light Truck dealership in Berlin, Wis. for 40 years and never experienced anything like this - from 1959 until 2000 when I retired and we moved to Florida. Driving the vehicle for the next couple of weeks - I found it to be cutting out again - recalled F & I Motors and made another appointment for August 14 when they found a corroded connection in the ignition circuit.

Upon driving the vehicle again found it was getting worse - recalled and took it back in on Aug. 19 - because it was stalling while driving in traffic in the city. At this inspection it showed that the computer (ECM) was acting up so they replaced that.

I then drove the vehicle again and having been left down in traffic to where the car would actually shut down - no power steering or brakes and you had to get in over into the right safety lane to get it ~~re~~ restarted. I would not let the wife drive it at this point because of the problem. I then called Ford Motor in Detroit and they said it must be an isolated case because they hadn't heard of anything like this. I then called Ken the Service Manager where I had worked the 40 years and he stated that they had some problems with the Crank sensor and this could shut the engine down and the crank sensor had been upgraded like 8 times - so I called F+I Motors and told him to order 1 out and replace it. This was on Sept 8. That weekend we went to our Daughters in East Bruiton, Ah. and going down Interstate 10 near Crestview, Fl. at app. 70 M.P.H. with a semi on my rear bumper the engine jerked - dash lights came on and shut down. This is a very dangerous situation which could cause an accident or death at that speed. Looking ahead there was a drive way on the right and I cranked it in. This time it took several tries to restart.

When we got home I called Bay Lincoln and took it in on Sept. 18 and they did more work on the engine. It has not let me down since that time but I feel that it is still not running right

Please advise.

Home
cell