INFORMATION Redacted PURSUANT TO THE FREEDOM OF 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: JAN 13 2016

16-NOV-2015

Repository ☐

Reference No. 10790701

OWNER INFORMATION (Type or Print)

Name [redacted]

Address [redacted]

City CUDAHAY | State WI | 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	Make	Model	Model Year
2MEFM74V46X[redacted]	MERCURY	GRAND MARQUIS	2006

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
2006	Gordie Boucher 414 327-6000			No: Cylinders 8	Regular Gas
Original Owner ☒	Dealer's City WEST ALLIS, WI	State WI	Zip Code 53227		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☒ Antilock Brakes ☐ Cruise Control	?	?	01-MAY-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage	Failure Speed
Lucky my husband noticed Gas Tank was falling off because of RUSTED STRAPS	90000	PARKED

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2006 MERCURY GRAND MARQUIS. WHILE THE VEHICLE WAS PARKED, THE CONTACT NOTICED THAT THE FUEL STRAPS WERE PARTIALLY DETACHED FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE FUEL STRAPS WERE CORRODED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 90,000.

We didn't take it to dealer.
We took it right to MARK's Service Center
I did call dealer but CANT Remember
whenor who I talked to.

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

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

My husband noticed the gas TANK which was full at the time + it was hanging supported by the filler pipe. The straps were rusted + broken off. We were lucky to see this because with a full tank we could have ridden on xpressway + gotten ourselves killed. Very scary. Hope if this happens to someone else they would be lucky to notice it like my husband did! The Service Center (MARK'S) had to be xtremely careful to drain the gas. This shouldn't have happened. [redacted] 12/21/15

ATTACH ADDITIONAL SHEETS IF NECESSARY ATTACHED

MARK'S Service Center. They repaired it.

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

MIDDLEBURY
VT 532
22 DEC 15
PM 5 L

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

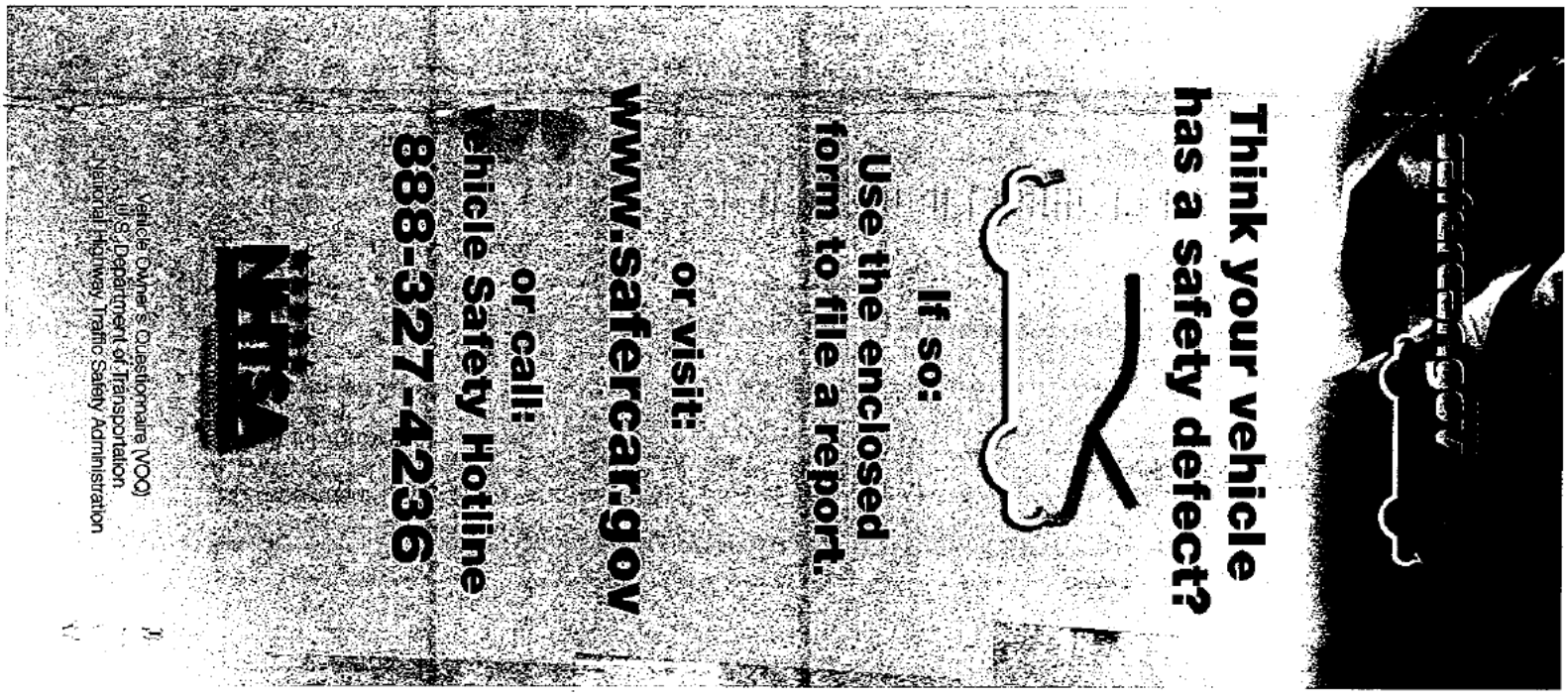
[redacted]

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~~100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Center
Wholesale Quality NAPA Parts

Cudahy, Wisconsin 53110
(414) 231-9472 • (414) 226-6258

№ 1052

NAME [redacted]

DATE 8-15-14

ADDRESS

CITY PHONE WHEN READY WORK HOM [redacted]

YEAR	TYPE OR MODEL	LICENSE NUMBER	ODOMETER
2006	HRC		82,258

1	SS-7834X FRONT BRAKE PADS	92 50	
2	NB 4888410 FRONT BRAKE ROTORS	154 50	
1	SS 7835-X REAR BRAKE PADS	74 50	
2	NB 4888 0129 REAR BRAKE ROTORS	124 00	
1	AC DRIER	38 00	
	FREON	38 50	
	GLUE	35 00	
2	GAS TANK STRAPS	60 00	
	TOTAL PARTS	629 00	

REPAIR ORDER – LABOR INSTRUCTIONS

LEASE O.C. FILTER	32 95
LABOR FRONT BRAKE JOB (COPY)	95 00
LABOR REAR BRAKE JOB	120 00
LABOR INSTALL NEW GAS TANK STRAPS & GLUE LINE F.I.T.M.G.	125 00
LABOR RECLAIM FREON & INSTALL NEW DRIER & EVACUATE & RECHARGE AIR COND SYSTEM	150 00

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. Your signature will indicate your estimate selection.

1. I request an estimate in writing before you begin repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exeed $_____ _____
3. I do not want an estimate. _____
4. Replaced parts will be returned. Check one ☐ no ☐ yes
5. Estimated completion date _____

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Customer X _____

Written By X _____

☐ No Face-To-Face Contact

Additional Cost _____
Authorized By _____
New E.C.D. PD
Date & Time CKM
Work Done By _____
Subcontractor 5570

Motor Vehicle repair trade practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

TOTAL LABOR	522 95
TOTAL PARTS	629 00
SUB-TOTAL	151 95
STATE-TAX	64 50
TOTAL AMOUNT	716 45