

FORD MOTOR COMPANY

I AM REFERING TO ARTICLE WRITEN SAT. JULY 12,2014 (INCLOSED COPY)

I PURCHASED CAR NEW IN DEARBORN MARCH 2006

OCT -8 2015

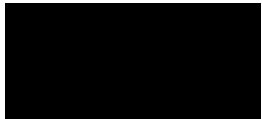
JANUARY OF THIS YEAR I WAS DRIVING BACK FROM A RESTAURANT,WITH MY GRANDSON AND
STEERING BECAME


TIGHT, I FELT I WAS LOOSING CONTROL. SO I DROVE RIGHT HOME.AND PARKED IN FRONT OF
MY HOUSE.

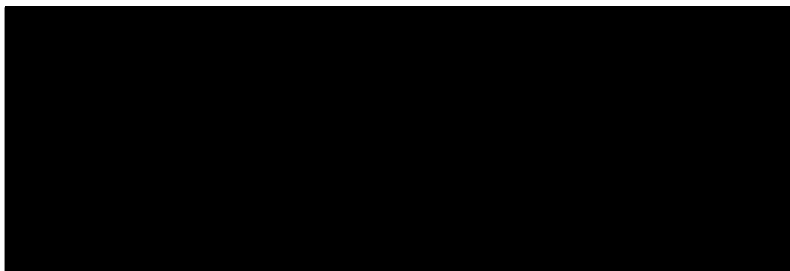
I CALLED MY AAA TO HAVE VEHICLE TOWED TO DEALER.

I HAVE ALWAYS GONE TO D~~A~~MMER IN DEARBORN,MICHIGAN,EVEN THOUGH THEY ARE NOT
MADE ANYMORE, I STILL GO TO THE DEALERSHIP.

ENCLOSED IS INVOICE OF WHAT WAS DONE. I WAS AMAZED,NOTHING LIKE THIS HAS EVER
HAPPENED BEFORE. I HAVE OWNED 8 FORDS AND LAST 4 WERE MERC.MQS.



DEARBORN,MI 



to investigate rail costs have cost the auto industry millions of dollars in storage fees, transport costs and vehicle shortages at dealerships.

Sen. Carl Levin, D-Detroit, and Rob Portman, R-Ohio, wrote the Surface Transportation Board chairman asking the board to "work with the railroads to find a solution to the rail service deficiencies."

the trade group representing Detroit's Big Three, Toyota Motor Corp., Volkswagen AG and others — said in an April letter to the board. They complained about a lack of empty rail cars to ship vehicles.

The backlog has fallen from at least 160,000 vehicles to 123,000 vehicles as of Thursday, said Wade Newton, a spokesman for

storage yards waiting to be shipped by rail to dealerships.

The senators cited the automakers' letter and urged the board "to closely monitor this situation and work with the railroads to resolve the delays. We understand that winter weather often results in seasonal rail service delays and that this winter

500K older Ford cars scrutinized over steering

Crown Vic, Grand Marquis, Marauder models included

BY DAVID SHEPARDSON
Detroit News Washington Bureau

Washington — The National Highway Traffic Safety Administration is opening a preliminary investigation into 500,000 older Ford cars for steering problems.

The investigation covers the 2004-2007 Crown Victoria, Grand Marquis and Marauder — vehicles often used as police cars. NHTSA said the manifold heat shield on the driver's side can rust, become dislodged and potentially jam the steering shaft.

NHTSA said it has reports of five complaints and one crash involving one injury.

The driver of a Crown Victoria reported driving on the Lodge Freeway in downtown Detroit in April, 2012, at about 25-30 mph,

"when the steering locked up; I could not turn the wheel. Before I knew it, I hit the curb and rolled over approximately three times down an embankment and finally hitting a concrete barrier which stopped the car."

The driver suggested that "because of cost cutting in materials in the manufacturing of this heat shield of this inferior metal" — sheet metal rather than stainless steel — he crashed. The driver said he has a lower back injury and still has trouble walking. He had graduated days earlier with a bachelor's degree in marketing "but now because of my injuries I am unable to work."

He also said he lost his home, can't pay student loans or his bills. "You would think Ford's being located in Dearborn, Michigan, would use common sense in

their design of this part, knowing salt is heavily used in snow removal in Michigan. They saved a few dollars but in doing so they ruined my life."

NHTSA withholds the names of drivers in complaints posted on its website. No new complaint has been filed since January 2013. Ford spokeswoman Kelli Felker said the automaker will cooperate.

NHTSA typically spend about six months deciding whether to upgrade a preliminary investigation or close it. It must find enough evidence to upgrade a probe before it can seek require an automaker to recall vehicles it thinks pose an unreasonable risk to driver safety.

The 2004 Mercury Grand Marquis is included in the investigation.



CUSTOMER #:

JACK DEMMER LINCOLN MERCU
21531 MICHIGAN AVE
DEARBORN, MI 48124
313-274-8800



INVOICE

21531 MICHIGAN AVE.
DEARBORN, MICHIGAN 48124
PHONE: (313) 274-8800
www.demmer.com

Rec. Part ID: 493168435
Term Id: 7575

PAGE 2

STATE REGISTRATION NO. F-152332

SERVICE ADVISOR: 798 TED MILLER

DEARBORN, MI
HOME:
BUS:

Sale

COLOR YE

HG-GRAY 06
DEL DATE PR

28MAR06 DD28N
R.O. OPENED

13:51 06JAN15
LINE OPCODE T
EST: 100.00

Entry Method: Swiped

Approved: Batch#: 000002

01/08/15 18:32:22

Inv#: Appr Code:

Total: \$ 538.15

VIN	LICENSE	MILEAGE IN/ OUT	TAG
2MEHM75V46X		70295/70295	
STATION TIME	PO NO.	RATE	PAYMENT
JAN15		0.00	CASH
STK:	DLR:	ENG:	TRN:
		99V	44Q
LIST	NET	TOTAL	
798			

EPA, DIAGNOSTI

Customer Copy

THANK YOU

FEE 25.00

you were happy with our service please
tell a friend. If not please tell us. Our
goal is to have our customers "COMPLETELY
SATISFIED"

Owner Advantage points available now
Ask us how TODAY..

PAID
JAN 9 8 2015

JACK DEMMER LINCOLN - MERCURY

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, bolts, washers, tape, solvent, rags, carb clean, brake clean, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal fees, diagnostic software, etc.

"We Sincerely Appreciate Your Business"

Service Hours

Monday - Friday
7:00 AM - 6:00 PM

Quick Lane Hours

Monday - Friday
7:00 AM - 6:00 PM
Sat 8:00 AM - 2:00 PM

OUR QUALITY GUARANTEE

FORD, MERCURY, LINCOLN CARS, AND LIGHT TRUCKS: THE FORD MOTOR COMPANY PARTS AND ACCESSORIES WARRANTY IS: DEALER INSTALLED - 12 MONTHS / 12,000 MILES, WHICHEVER COMES FIRST. REMANUFACTURED, USED OR OUTSIDE PURCHASED PARTS CARRY THE WARRANTY PROVIDED BY THE SUPPLIER.

All Parts Are
New Unless
Otherwise Indicated

CERTIFICATION ALL REPAIRS
AND PARTS LISTED WERE
FURNISHED IN COMPLIANCE
WITH MICHIGAN
AUTO REPAIR ACT.
(P.A. 300)

Repairs properly completed and checked by

X

DESCRIPTION	TOTALS
LABOR AMOUNT	285.00
PARTS AMOUNT	213.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
SUB TOTAL	523.82
LESS INSURANCE	0.00
SALES TAX	14.33
PLEASE PAY THIS AMOUNT	538.15



INVOICE

21531 MICHIGAN AVE.
 DEARBORN, MICHIGAN 48124
 PHONE: (313) 274-8800
 www.demmer.com
 STATE REGISTRATION NO. F-152332

DEARBORN, MT
 HOME
 BUS:

CONT
 CELL:

PAGE 1

SERVICE ADVISOR: 798 TED MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
HG-GRAY	06	MERCURY MARQUIS	2MEHM75V46X		70295/70295	

DEL DATE	PROD. DATE	WARR. EXP.	ESTIMATED COMPLETION TIME	PO NO.	RATE	PAYMENT	INV. DATE
28MAR06	DD28NOV05	28MAR2009	17:00 06JAN15		0.00	CASH	08JAN15

R.O. OPENED	READY	OPTIONS:	STK:	DLR:	ENG:	TRN:
13:51 06JAN15	17:18 08JAN15	1) EASYCARE			99V	44Q

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
BATTERY LIGHT CAME ON WHILE DRIVING. STEERING GOT HARD. VEHICLE LOST POWER. CHECK AND ADVISE.							
300 ELECTRICAL							
8321 LITHGOW, KEVIN LIC#: M229301							
CP							
					285.00		285.00
PARTS:					213.82	213.82	213.82
					70295 3.00		
					LABOR: 285.00	OTHER: 0.00	TOTAL LINE A: 498.82
PINPOINT AND REPLACE BATTERY HANRESS ASSY WITH NEW DUE TO OPEN/CORRODED WIRING. CHARGE BATTERY, RETEST, OK.							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B							
VEHICLE TOWED IN. WILL NEED A JUMP START.							
NT MISC NOTES							
PARTS:							(N/C)
					0.00	0.00	0.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C							
MULTI-POINT INSPECTION							
PARTS:							(N/C)
					0.00	0.00	0.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D							
COMPLIMENTARY CAR WASH							
PARTS:							(N/C)
					0.00	0.00	0.00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E							
THANK YOU FOR YOUR BUSINESS							
PARTS:							(N/C)
					0.00	0.00	0.00

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed \$25.00, to the Repair Order for shop supplies. Applicable supply items are: nuts, bolts, washers, tape, solvent, rags, carb clean, brake clean, towels, solder, battery cleaner, wire, window sealer, hazardous waste disposal fees, diagnostic software, etc.

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All Parts Are New Unless Otherwise Indicated

CERTIFICATION ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

Repairs properly completed and checked by:
 X

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LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
SUB TOTAL	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Dearborn, MI

METROPLEX MI 480

30 SEP 2015 PM 6 L



N HTSA

1200 New Jersey Ave.
SE West Building
Washington, DC, 20590

20590

