



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

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

AGENCY USE ONLY 100148

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 30-AUG-2016 OCT - 5 2016	Repository <input type="checkbox"/>
Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name [REDACTED]	Address [REDACTED]		
City BAY SHORE	State NY	Zip Code [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 2FAFP73W92X [REDACTED]	Make FORD	Model CROWN VICTORIA	Model Year 2002
Date Purchased JULY 5, 2002	Dealer's Name and Telephone Number NEWINS BAY SHORE FORD, INC 631-665-1300		Engine: No: Cylinders 8
Original Owner SEE <input checked="" type="checkbox"/> REPORT	Dealer's City BAY SHORE	State NY	Zip Code 11706
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 25-AUG-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 38000	Failure Speed 45
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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	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).

TL* THE CONTACT OWNS A 2002 FORD CROWN VICTORIA. WHILE DRIVING APPROXIMATELY 45 MPH AND ATTEMPTING TO MAKE A TURN, THE TURN SIGNALS AND HEADLIGHTS FAILED TO WORK, EXCEPT WHEN THE BRAKE PEDAL WAS DEPRESSED. THE CONTACT ALSO NOTICED THAT THE TAIL LIGHTS DID NOT WORK AND THE DASHBOARD WAS BLACKED OUT. THE VEHICLE WAS TAKEN TO A LOCAL DEALER WHO WAS UNABLE TO SCHEDULE THE VEHICLE FOR A DIAGNOSTIC EVALUATION. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES AND STATED THAT THERE WAS NO RECALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 38,000.

SEE ATTACHED

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.

Bay Shore, NY
September 27, 2016

NHTSA Headquarters
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Sirs,

I am contacting your agency concerning NHTSA Campaign Number 15V861000 and ODI # 10899549.

In mid-August I was driving my 2002 Ford Crown Victoria from Bay Shore, NY to Southold, NY. When I reached the Nichols Road / LIE 495 interchange my blinkers stopped working as I tried to signal to enter the LIE. Then I realized my headlights suddenly stopped working as well. My high-beams would flash but they would not stay on. My tail lights stopped working yet my brake lights still functioned as I could see the reflection of my high mounted brake light in the rear window. My emergency flashers stopped working as well.

On 8/30/16, a check with the NHTSA confirmed there is a recall for the exact defect I experienced. Your representative Shatara, informed me that my vehicle did not qualify as a vehicle included in this Ford recall and she told me to contact the Ford Motor company for an explanation.

On 8/30/16, around 2pm, I called Ford's customer Service number 1-800-392-3673 and I spoke with Ford representative Aaron. He told me Ford chose not to include 2002 Fords in this recall because they do it in "batches" and my car just was not in one of their "batches" of recalled cars. He told me he could do nothing at all to help me in this matter. He said my information would be reviewed.

On 8/30/16, around 2:15pm, I called the NHTSA back and this time spoke with Laura. She took down information from me and gave me ODI #10899549. She said my information would be reviewed.

I could not drive the car in this condition so I was forced to have it repaired. Eventually I was able to schedule a service appointment with the Lucas Ford Dealership in Southold, NY, and they replaced the Lighting Control Module and I had to pay \$1,103.95 for the repair!

Here are facts that need to be considered:

My mother [REDACTED] at age [REDACTED] purchased this 2002 Ford Crown Victoria brand new in 2002, from the Newins Ford Dealership in Bay Shore, NY. She always kept it garaged and drove it mainly in town to church and the supermarket. She also had it serviced at Newins Ford. She passed away in 2011 at age [REDACTED] and in the last few years of her life she drove it less and less as my siblings and I would take her places in our own cars. After she passed away the car sat in her garage for about three years as neither I nor my siblings had any use for it. When we finally sold mom's house I took title of the car and I now drive it only intermittently because I have my own cars.

Although this car is now 14 years old, it is in showroom condition with less than 40,000 miles. It's never been damaged or abused in any way and it still has all of its original tires with plenty of tread still on them.

If this car had traded hands a few times, if it had high mileage, if the interior/exterior showed signs of wear, if it hadn't been kept garaged, etc, I might understand Ford's position that it is too old to even be considered for their "Good Will" assistance program. But it is my opinion that this particular Ford's original Lighting Control Module never saw much duty in 38,000 miles, since my [REDACTED]-year-old mother didn't even drive at night!

I would like to know if there is any way of obtaining some kind of compensation via the NHTSA Campaign Number 15V861000, in this particular case?

Respectfully,

[REDACTED]

enclosed: Copy of original new car bill of sale

Lucas Ford Dealer invoice for defect repair (NHTSA Campaign Number 15V861000)

Completed NHTSA form that was sent to me.

I can supply any additional documentation including photos if necessary.

cc. Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

CUSTOMER #:



INVOICE

LUCAS

FORD • LINCOLN • MERCURY • TRUCKS

CALL (631) 765-9200 FAX (631) 765-9319

LUCAS FORD LINCOLN MERCURY, INC.

P.O. BOX 1575 3245 HORTONS LANE

SOUTHOLD, NEW YORK 11971

BAY SHORE, NY

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4 JAMES CROSSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	02	FORD CROWN VICTORIA	2FAFP73W92X		38849/38849	T2446	
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 DD			17:45 20SEP16		120.00	CASH	23SEP16
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:4.6 Liter	EFI-SOHC		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THE HEADLAMPS WILL NOT STAY ON, BLINKERS ARE INOP AND THE HAZARDS LIGHTS ARE INOP

MISC DIAGNOSIS							
	10	CP			240.00	240.00	
MISC REPLACE LIGHTING CONTROL MODULE							
	12	CP			120.00	120.00	
	1	1W7Z*13C788*BC	PROCESSOR - LIGHTING CONTROL		656.29	656.29	656.29
PARTS:	656.29	LABOR:	360.00	OTHER:	0.00	TOTAL LINE A:	1016.29

B CUSTOMER HAD VEH CHECKED, POSSIBLE MODULE FAILURE

MISC SEE LINE A							
	10	CP			0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C CUSTOMER STATES THE REAR DEFROSTER IS INOP

MISC SEE LINE A							
	12	CP			0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

PART WARRANTY

2 YEARS / unlimited mileage

Ask about our Extended Service Plans and our Service Specials

LUCAS FORD LINCOLN MERCURY, INC.
NYS REPAIR SHOP NO. 704 9241

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	360.00
PARTS AMOUNT	656.29
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1016.29
LESS INSURANCE	0.00
SALES TAX	87.66
PLEASE PAY THIS AMOUNT	1103.95

THANK YOU !

.....
LUCAS FORD
3245 HORTONS LN
SOUTHOLD, NY 11971
631-765-9200

09/23/2016 13:15:01
Merchant ID: *****0301
Device ID: 0200
Terminal ID: PPX1.

Credit Sale:

Transaction #: 8
Card Type: AMEX
Account: *****
Entry: Swiped

Amount: \$1,103.95

STAN: 008
Auth. Code: 502645
Response: AUTH/TKT
TRANS ID: 004401235390875

CUSTOMER COPY
.....



NEWINS BAY SHORE FORD, INC.

219 West Main Street Tel: 665-1300
BAY SHORE, N.Y. 11706

No. [REDACTED]

(631)665-6841

5219

SOLD TO:
ADDRESS:

[REDACTED]

BAY SHORE NY [REDACTED]

DATE: 07/05/02

DEAL # [REDACTED]

SALESMAN MICHAEL BERGIDA / NONE / NONE

DEALER FACILITY NUMBER 1520701

VEHICLE SOLD	MAKE	BODY STYLE	COLOR	YEAR	VEH. IDENT. NO.	IGN KEY	TRUNK KEY	MODEL	STOCK#
	FORD	4DR	GREEN	2002	2F8FP73W92X [REDACTED]	1270X	11	P73	[REDACTED]
TRADE IN									

VEHICLE SOLD: NEW USED

ODOMETER MILEAGE

IF TERMS ARE A PART OF THIS TRANSACTION, THEN ALL OF THE DETAILS ARE ATTACHED HEREON ON A CONDITIONAL SALES CONTRACT AND BECOME AN INTEGRAL PART OF THIS INVOICE.

"If this motor vehicle is classified as a used motor vehicle NEWINS BAY SHORE FORD, INC. certifies that the entire vehicle is in condition and repair to render under normal use, satisfactory and adequate service upon the public highways at the time of delivery."

- TRANSFER STUB OR TILE
- NEW REGISTRATION
- FS 20
- PAYMENT BOOK
- INSURANCE BINDER
- FINANCE SIGNED BY
- LIFE SIGNED
- COPY OF DRIVERS LICENSE
- MOTOR VEHICLE PAPERS
- ST174 OUT OF STATE TAX FORM
- LIEN STATEMENT
- TRADE ODOM. STMT.
- NEW ODOM. STMT.
- RESALE CERTIFICATE
- MV50: SIGNATURE & MILEAGE

PRICE OF VEHICLE 22959.00
 LESS ALLOWANCE: NONE
 TRADE IN \$ NONE
 LESS LIEN \$ NONE NET

22959.00

NONE

TAXABLE PRICE → 22959.00

22959.00

TAX (STATE & LOCAL)

1951.52

LICENSE (OR TRANSFER FEE) 83.25
 DEALER'S FEE FOR OBTAINING REGISTRATION AND/OR CERTIFICATE OF TITLE (FEE MAY NOT EXCEED TWENTY DOLLARS) 20.00

83.25

20.00

N.Y.S. INSPECTION

10.00

BALANCE DUE → SETTLEMENT 25023.77

25023.77

DEPOSIT

336.33

NONE

DUE ON DELIVERY

25023.77

BALANCE

NONE

TOTAL SETTLEMENT → 25023.77

25023.77

OPTIONAL EQUIPMENT & ACCESSORIES

GROUP DESCRIPTION

AS PER BUYERS ORDER
RO# [REDACTED]

DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE *\$20.00.

*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

MANUFACTURER'S SUGGESTED RETAIL PRICE LABEL AFFIXED TO WINDOW OF CAR AT TIME OF SALE x

VEHICLE SALES INVOICE

FOCUS
CROWN VICTORIA
TAURUS
CONTOUR
MUSTANG
ESCORT
USED CARS

NEWINS BAY SHORE FORD, INC.

219 West Main Street Tel: (631) 665-1300

BAY SHORE, N.Y. 11706



THE VERY BEST



EXPEDITION
EXPLORER
F-SERIES
ECONOLINE
RANGER
WINDSTAR
USED TRUCKS

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

DATE: 7/2/02

NEW <input checked="" type="checkbox"/>	USED <input type="checkbox"/>	2002	FORD MAKE	CROWN VIC SERIES	2FAFP73W92X SERIAL
TAN TRIM	(1) GREEN (2)	4 DR BODY STYLE	ESTIMATED DELIVERY DATE	PLACE OF DELIVERY	NEWINS BAY SHORE FORD, INC.
BASE UNIT PRICE	DEALER INSTALLED EQUIPMENT				
FACTORY INSTALLED EQUIPMENT	AS PER WINDOW STICKER				
SUB-TOTAL			TOTAL PRICE OF ABOVE ITEMS		\$ 22,989.00

MINIMUM DEPOSIT \$1000.00 NO VEHICLE WILL BE TITLED UNTIL FINAL SETTLEMENT IS MADE	TRADE ALLOWANCE			
	LESS OWING TO:			
	SALES TAX		1981.52	
	LICENSE FEE \$	TITLE FEE \$	N.Y.S. INSPECTION \$	10.00
	Dealers optional fee for processing application for registration and/or certificate of title, \$9			20.00
TOTAL			\$ 24,490.52	
DEPOSIT	CASH	CHECK		
	REBATE		\$ 3000.00	
DUE ON DELIVERY	CASH OR CERTIFIED CHECK		\$ 21,490.52	

*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the consumer has the right to cancel the contract and to receive a full refund, unless the delay in delivery is attributable to the consumer.

SPECIAL NOTICE TO CONSUMER:
IF, UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLE, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE SHALL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE WHOLESALE VALUE OR OTHER GUIDE LISTED BY THE COMMISSIONER OF MOTOR VEHICLE, AND ADJUSTED FOR RELEASE, IMPROVEMENTS AND ANY MAJOR PHYSICAL DAMAGE OR REPAIRS.

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION Z (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE TO THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY AND WITHIN SIXTY DAYS OF RECEIVING SUCH REGISTRATION AND TITLE FEES PAY THE EXCESS AMOUNT TO YOU.

THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

NEW PLATES <input type="checkbox"/>	RE-REGISTRATION <input type="checkbox"/>	DESCRIPTION OF TRADE-IN	PLATE #	EXP. DATE
20				
SERIAL NO.	STANDARD <input type="checkbox"/>	AUTOMATIC <input type="checkbox"/>	RADIO <input type="checkbox"/>	HEATER <input type="checkbox"/>

SALESPERSON: MIKE B

APPROVED: [Signature]

PRIOR USE CERTIFICATION (Required by Vehicle and Traffic Law 417a if the principal use of the vehicle was as a police vehicle, taxi-cab, driver education vehicle, or rental vehicle). The principal prior use of this vehicle was as a:

police vehicle taxi-cab driver education vehicle rental vehicle other

I HAVE READ THE MATTER ON THE BACK HEREOF AND AGREE TO IT AS A PART OF THIS ORDER THE SAME AS IF IT HAD BEEN PRINTED ABOVE MY SIGNATURE. THE FRONT AND BACK HEREOF, COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS ORDER AND NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE CONCERNING SAME HAS BEEN MADE OR ENTERED INTO.

I HEREBY CERTIFY THAT I AM EIGHTEEN YEARS OF AGE OR OVER.

BUYERS NAME (PRINT): [Redacted]

BUYERS ADDRESS: [Redacted]

CITY AND STATE: BAYSHORE NY F-MAIL ADDRESS: [Redacted]

HOME PHONE: [Redacted] BUSINESS PHONE: [Redacted]

BUYERS SIGNATURE: [Redacted]

THIS ORDER NOT BINDING UNLESS SIGNED BY THE SELLER AND BUYER.

Customers will confer a favor if they will indicate the medium which prompted them to buy their car from us.

Bought Previous Car from Us Service Customer Building Prominence Recommendation Internet

Newspaper Advertising Radio or TV Mail Advertising Friend or Acquaintance

X [Redacted]

CUSTOMER #:

LUCAS

FORD • LINCOLN • MERCURY • TRUCKS

INVOICE

CALL (631) 765-9200 FAX (631) 765-9319
LUCAS FORD LINCOLN MERCURY, INC.
P.O. BOX 1575 3245 HORTONS LANE
SOUTHOLD, NEW YORK 11971

BAY SHORE, NY
HOME:
BUS:

CONT:
CELL:

PAGE 1

SERVICE ADVISOR: 4 JAMES CROSSER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	02	FORD CROWN VICTORIA	2FAPP73W92X		38849/38849	T2446	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 DD			17:45 20SEP16		120.00	CASH	23SEP16
R.O. OPENED		READY	OPTIONS: DLR:		ENG:4.6_Liter_EFI-SOHC		

17:10 20SEP16 12:59 23SEP16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THE HEADLAMPS WILL NOT STAY ON, BLINKERS ARE INOP AND THE HAZARDS LIGHTS ARE INOP

MISC DIAGNOSIS

10	CP					240.00	240.00
MISC REPLACE LIGHTING CONTROL MODULE							
12	CP					120.00	120.00
1	1W7Z*13C788*BC	PROCESSOR - LIGHTING CONTROL			656.29	656.29	656.29
PARTS:	656.29	LABOR:	360.00	OTHER:	0.00	TOTAL LINE A:	1016.29

B CUSTOMER HAD VEH CHECKED, POSSIBLE MODULE FAILURE

MISC SEE LINE A

10	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C CUSTOMER STATES THE REAR DEFROSTER IS INOP

MISC SEE LINE A

12	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

PART WARRANTY

2 YEARS / unlimited mileage

Ask about our Extended Service Plans and our Service Specials

LUCAS FORD LINCOLN MERCURY, INC.
NYS REPAIR SHOP NO. 704 9241

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	360.00
PARTS AMOUNT	656.29
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1016.29
LESS INSURANCE	0.00
SALES TAX	87.66
PLEASE PAY THIS AMOUNT	1103.95

THANK YOU !

.....
LUCAS FORD
3245 HORTONS LN
SOUTHOLD, NY 11971
631-765-9200

09/23/2016 13:15:01
Merchant ID: *****8301
Device ID: 0200
Terminal ID: PPX1.

Credit Sale:

Transaction #: 8
Card Type: AMEX
Account: *****
Entry: Swiped

Amount: \$1,103.95

STAN: 008
Auth. Code: 502645
Response: AUTH/TKT
TRANS ID: 004401235390875

CUSTOMER COPY
.....



NEWINS BAY SHORE FORD, INC.

219 West Main Street Tel: 665-1300
BAY SHORE, N.Y. 11706

No. [REDACTED]

(631)665-6841

5219

SOLD TO: [REDACTED]
ADDRESS: [REDACTED] BAY SHORE NY [REDACTED]

DEAL # [REDACTED]

DATE: 07/05/02

SALESMAN MICHAEL BERGIDA / NONE / NONE

DEALER FACILITY NUMBER 1520701

VEHICLE SOLD	MAKE	BODY STYLE	COLOR	YEAR	VEH. IDENT. NO.	IGN KEY	TRUNK KEY	MODEL #	STOCK#
	FORD	4DR	GREEN	2002	2FAPP73W92X [REDACTED]	12701	11	P73	[REDACTED]
TRADE IN									

VEHICLE SOLD: NEW USED

ODOMETER MILEAGE

IF TERMS ARE A PART OF THIS TRANSACTION, THEN ALL OF THE DETAILS ARE ATTACHED HEREON ON A CONDITIONAL SALES CONTRACT AND BECOME AN INTEGRAL PART OF THIS INVOICE.

"If this motor vehicle is classified as a used motor vehicle NEWINS BAY SHORE FORD, INC. certifies that the entire vehicle is in condition and repair to render under normal use, satisfactory and adequate service upon the public highways at the time of delivery."

- TRANSFER STUB OR TILE,
- NEW REGISTRATION
- FS 20
- PAYMENT BOOK
- INSURANCE BINDER
- FINANCE SIGNED BY
- LIFE SIGNED
- COPY OF DRIVERS LICENSE
- MOTOR VEHICLE PAPERS
- ST174 OUT OF STATE TAX FORM
- LIEN STATEMENT
- TRADE ODOM. STMT.
- NEW ODOM. STMT.
- RESALE CERTIFICATE
- MV50: SIGNATURE & MILEAGE

PRICE OF VEHICLE 22959.00
 LESS ALLOWANCE- NONE
 TRADE IN \$ NONE
 LESS LIEN \$ NONE NET

TAXABLE PRICE → 22959.00

TAX (STATE & LOCAL) 1951.52

LICENSE (OR TRANSFER FEE) 83.25

DEALER'S FEE FOR OBTAINING REGISTRATION AND/OR

CERTIFICATE OF TITLE. (FEE MAY NOT EXCEED TWENTY

DOLLARS) 20.00

N.Y.S. INSPECTION 10.00

BALANCE DUE → 25023.77

SETTLEMENT

DEPOSIT 336.33

DUE ON DELIVERY NONE

BALANCE NONE

TOTAL SETTLEMENT → 25023.77

OPTIONAL EQUIPMENT & ACCESSORIES

GROUP DESCRIPTION

AS PER BUYERS ORDER

RO# [REDACTED]

DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE**\$20.00.

*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

MANUFACTURER'S SUGGESTED RETAIL PRICE LABEL AFFIXED TO WINDOW OF CAR AT TIME OF SALE x

VEHICLE SALES INVOICE

NEWINS BAY SHORE FORD, INC.

219 West Main Street Tel: (631) 865-1300

BAY SHORE, N.Y. 11706



THE VERY BEST



FOCUS
CROWN VICTORIA
TAURUS
CONTOUR
MUSTANG
ESCORT
USED CARS

EXPEDITION
EXPLORER
F-SERIES
ECONOLINE
RANGER
WINDSTAR
USED TRUCKS

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

DATE 7/5/02

NEW <input checked="" type="checkbox"/>	USED <input type="checkbox"/>	20 <u>02</u>	FORD MAKE	CROWN VIC SERIES	2FAFP73W92K SERIAL #
TAN TRIM	GREEN PAINT	4 DR BODY STYLE	ESTIMATED DELIVERY DATE	PLACE OF DELIVERY	NEWINS BAY SHORE FORD, INC.
BASE UNIT PRICE			DEALER INSTALLED EQUIPMENT		
FACTORY INSTALLED EQUIPMENT			AS PER WINDOW STICKER		
SUB-TOTAL			TOTAL PRICE OF ABOVE ITEMS		

MINIMUM DEPOSIT \$1000.00 NO VEHICLE WILL BE TITLED UNTIL FINAL SETTLEMENT IS MADE	TRADE ALLOWANCE			
	LESS OWING TO:			
	SALES TAX		1951.52	
	LICENSE FEE \$	TITLE FEE \$	N.Y.S. INSPECTION \$	10.00
	Dealers optional fee for processing application for registration and/or certificate of title, \$5			20.00
TOTAL			24940.52	
DEPOSIT	CASH	CHECK		
DUE ON DELIVERY		REBATE \$ 3000.00		
		CASH OR CERTIFIED CHECK		

*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES. YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE

If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the consumer has the right to cancel the contract and to receive a full refund, unless the delay in delivery is attributable to the consumer.

IF UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLE YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED IN AT THE SELLER'S CHOICE NOT TO RETURN IT TO YOU SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE SHALL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION'S USED CAR GUIDE WHICH SELLER'S VALUE OF OTHER CARS IS PROVIDED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR WEAR, IMPROVEMENTS AND ANY MAJOR PHYSICAL DEFECTS OR DAMAGE.

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION Z (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES FOR THE COMPLETION OF MOTOR VEHICLES. THE DEALER WILL ADVISE YOU OF ANY ADDITIONAL FEES SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE FEES AND THE AMOUNT DUE FOR EACH FEE.

THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

NEW PLATES <input type="checkbox"/>	RE-REGISTRATION <input type="checkbox"/>	DESCRIPTION OF TRADE-IN	PLATE #	EXP. DATE
20				
SERIAL NO.	STANDARD <input type="checkbox"/>	AUTOMATIC <input type="checkbox"/>	RADIO <input type="checkbox"/>	HEATER <input type="checkbox"/>

SALESPERSON MIKE B

APPROVED [Signature]

PRIOR USE CERTIFICATION (Required by Vehicle and Traffic Law 417a if the principal use of the vehicle was as a police vehicle, taxi-cab, driver education vehicle, or rental vehicle). The principal prior use of this vehicle was as a

police vehicle not-cab driver education vehicle rental vehicle

I HAVE READ THE MATTER ON THE BACK HEREOF AND AGREE TO IT AS A PART OF THIS ORDER THE SAME AS IF IT HAD BEEN PRINTED ABOVE MY SIGNATURE. THE FRONT AND BACK HEREOF, COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS ORDER AND NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE CONCERNING SAME HAS BEEN MADE OR ENTERED INTO.

I HEREBY CERTIFY THAT I AM EIGHTEEN YEARS OF AGE OR OVER.

BUYERS NAME (PRINT) [Redacted]

BUYERS ADDRESS [Redacted]

CITY AND STATE BAYSHORE NY

HOME PHONE [Redacted]

F-MAIL ADDRESS [Redacted]

BUSINESS PHONE [Redacted]

BUYERS SIGNATURE [Redacted]

THIS ORDER NOT BINDING UNLESS SIGNED BY THE SELLER AND BUYER.

Customers will confer a favor if they will indicate the medium which prompted them to buy their car from us

Bought Previous Car from Us Service Customer Building Prominence Flood Recommendation Internet

Newspaper Advertising Radio or TV Mail Advertising Friend or Acquaintance

X



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

ODI RESUME

Investigation: PE 15-028
Date Opened: 08/10/2015
Investigator: Evan Frings
Approver: Stephen Ridella
Subject: Loss of headlights
Date Closed: 01/08/2016
Reviewer: Scott Yon

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Ford Motor Company
Products: MY 2003-2005 Ford Crown Victoria and Mercury Grand Marquis
Population: 517,945
Problem Description: Failure of the front lighting control module resulting in loss of headlights while driving.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	636	4,173	4660**
Crashes/Fires:	4	11	15
Injury Incidents:	0	1	1
Number of Injuries:	0	1	1
Fatality Incidents:	0	0	0
Other*:	0	49,843	49,843

*Description of Other: Warranty claims for headlight failures.

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: Close this investigation, see NHTSA 15V-861

Summary:

The Office of Defects Investigation (ODI) opened an investigation concerning the loss of headlights in model year (MY) 2003-2005 Ford Crown Victoria and Mercury Grand Marquis vehicles. The subject vehicles share the same architecture and major components. ODI has received 636 unique reports (for all submission dates) related to the alleged defect, with owners describing a loss of both low and/or high beam headlights occurring while driving. ODI identified 4 Vehicle Owner Questionnaire (VOQ) reports alleging minor crash or loss of control incidents due to headlight failures. Drivers alleged running off of the road due to a lack of headlights and one driver reportedly struck a deer. No injuries were indicated in the VOQ crashes.

In response to ODI's Information Request (IR) letter, Ford Motor Company (Ford) responded with 4173 unique reports related to the alleged problem. There were a total of 11 crashes reported within that group as well as one injury that occurred when the vehicle struck an unseen object on the side of the road when the headlights failed. Ford also submitted 49,843 warranty claims related to headlight failures. Most reports indicate that the headlights failed without warning leaving the driver with no forward lighting, however some noted the headlights flickered or dimmed prior to turning off. Consumers also noted they were able to hold the "flash to pass" lever on the steering column mounted stalk to activate the high beams however this is only effective as long as the lever is physically actuated.

On December 21st, 2015 Ford notified ODI that it would conduct a safety recall (15V-861) to remedy headlight failures on (MY) 2003-2005 Ford Crown Victoria and Mercury Grand Marquis vehicles. According to Ford, the headlights of the vehicle are controlled by the Lighting Control Module (LCM) located in the engine compartment of the vehicle. The LCM uses an internal relay, mounted to a circuit board, to control power to the headlights. The headlight relay is

soldered to the circuit board at six different terminals. The original equipment LCMs were manufactured in a manner that resulted in the solder joints fatiguing and/or cracking as a result of repeated thermal cycling and/or vibration, a defect condition. The condition could be exacerbated by manufacturing quality issues such as an insufficient amount of solder, effecting the continuity between the circuit board and the relay terminal, and resulting in loss of headlights while driving. Other lighting functions are unaffected by this condition. The LCM manufacturing processes were revised to address the defect condition and Ford has been conducting a warranty extension program to cover defective LCMs since late 2013. Under the recall Ford will replace any remaining defective LCMs in recalled vehicles with remedy LCMs once they become available. See NHTSA recall 15V-861 for further details on the safety recall.

The recall action initiated by Ford addresses the safety risks of concern to ODI. Accordingly, the investigation is closed.

The ODI reports cited above can be reviewed at SaferCar.gov under the identification (ODI) numbers found in the attached list.