



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 AGENCY USE ONLY 100148

Date Received 23-JAN-2017 MAR 1 - 2017	Repository <input type="checkbox"/>
	Reference No. 10947126

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: PENNELLVILLE State: NY Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [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 2MEHM75V99X [REDACTED]	Make MERCURY	Model GRAND MARQUIS	Model Year 2009
Date Purchased June 2009	Dealer's Name and Telephone Number Heritage Lincoln-Mercury (315) 472-4534	Engine: No: Cylinders (8) eight	Fuel Type: gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City Syracuse, NY	State NY	Zip Code 13204
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain Yes	Multiple Failure: Air Suspension Rear Ride Height Sensor
		Incident Date(s) 22-JAN-2017	

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

Vehicle Component Code: 020000 SUSPENSION AIR SUSPENSION NOT VENTING DOWN, REAR RIDE HEIGHT ELEVATED *NO WARNING LIGHT.	Failure Mileage 65908	Failure Speed Was 65 mph prior to getting off ramp 45-35 mph.
---	--------------------------	--

**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 None	Number of Deaths None	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): Yes, I kept old parts from Dealer, available.

TL\* THE CONTACT OWNS A 2009 MERCURY GRAND MARQUIS. WHILE DRIVING AND EXITING OFF THE RAMP, THE VEHICLE DROVE OVER A BUMP AND THE REAR OF THE VEHICLE ELEVATED HIGHLY WITHOUT WARNING. THE VEHICLE WAS DRIVEN TO THE CONTACT'S RESIDENCE. THEN VEHICLE WAS NOT DIAGNOSED, THE DEALER REPLACED THE AIR COMPRESSOR; HOWEVER, THE FAILURE RECURRED, THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 65,908. The Dealer also replaced the Rear Ride Height sensor. Air suspension was inoperable (car bounced up/down). Car rear sitting high and not venting down to ride height. No warning lights. Tech tested at Dealer verified No VDM's, NO CODES. See attached invoice. I did not notify Ford Motor Company.

See back details.

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.

\* Yes, old parts available, saved from dealer.

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

No warning light regarding the failure of the Air Suspension. It exited off ramp from 65 mph highway to exit and noticed rear of car suspension was elevated + car bounced at road unevenness.

After I called Nat'l Safety Admin., I called Ford Motor Company. Ford Motor Company said only 2 year warranty on Air Suspension from 2014.

also attached invoice

Note: At 40,831 miles (March 24, 2014) the Air Ride Light warning came on. Heritage dealer tech tested verified Air Suspension Test Code C1726 dealer replaced Air Compressor. So compressor was NEW in 2014, 2 years 10 months ago. Yet failed

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



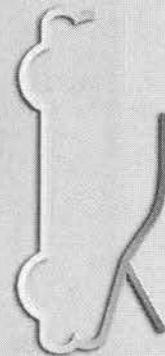
**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
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**



www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

2011



# HERITAGE LINCOLN-MERCURY, INC.

www.heritagelincoln.com  
900 W. GENESEE ST.  
SYRACUSE, NY 13204  
(315) 472-4534



PENNELLVILLE

NY

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/25/17	09	MERCURY	GRAND MARQ	2MEHM75V99X		65923	65925	726
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
06/10/09	01/26/17	59	00:00		96.00	01	01/26/17	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
			000-000-0000			BLACK		1

UDB Customer Type: R

===== REPAIR LINE 001 =====  
 CUST STATES AIR SUSPENSION INOP SITTING HIGH AND NOT VENTING DOWN TO RIDE HEIGHT  
 TECH TESTED AND VERIFIED TECH TESTED NO VDM'S NO CODES TECH REPLACED REAR RIDE HEIGHT  
 SENSOR AND AIR COMPRESSOR TECH TESTED OK

Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

06	SUSPENSION	63 M A	3.00	288.00
DONALD M. LUPO				
Total Labor				288.00
FD 8W1Z /	5319/A	COMPRESSO	1	698.08
FD 8W1Z /	5359/A	SENSOR -	1	308.03
Total Parts				1006.11
Total Line				1294.11

===== REPAIR LINE 002 =====

MULTI POINT INSPECTION  
 TECH PERFORMED MULTI POINT INSPECTION

Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

99P	MULTIPOINT INSPECT	63 M A		
DONALD M. LUPO				
GBATT	GREEN	63 M A		
DONALD M. LUPO				
GTIRE	GREEN	63 M A		
DONALD M. LUPO				
GBK	GREEN BRAKE LININGS ARE OK AT	63 M A		
DONALD M. LUPO				

===== REPAIR LINE 003 =====

TRUNK LIGHT IS ON  
 TECH TESTED AND VERIFIED TECH REPLACED TRUNK LATCH TECH TESTED OK

Bill Code - C

UDB Repair Type: C

**LIMITED EXPRESS WARRANTY**  
 Labor and parts are warranted for 90 days or 4000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

**N.Y. STATE  
 REPAIR SHOP #  
 4340021**

**DISCLAIMER  
 OF WARRANTIES**  
 THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

**THANK YOU!**

# HERITAGE LINCOLN-MERCURY, INC.



www.heritagelincn.com  
900 W. GENESEE ST.  
SYRACUSE, NY 13204  
(315) 472-4534



PENNELLVILLE NY

CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
01/25/17	09	MERCURY	GRAND MARQ	2MEHM75V99X		65923	65925	726
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
06/10/09	01/26/17	59	00:00		96.00	01	01/26/17	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
			000-000-0000			BLACK		1

UDB Serv Dept: S

32 ACCESSORIES  
DONALD M. LUPO

63 M A .50 48.00

FD 7W7Z / 5443200/A

LOCK ASY

Total Labor 48.00

1 100.23

Total Parts 100.23

Total Line 148.23

Parts Discount 110.00 Labor Discount 33.00

Payment Type - 01 CASH 1403.29

**PAID**

**N.Y. STATE  
REPAIR SHOP #  
4340021**

**DISCLAIMER  
OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

**LIMITED EXPRESS WARRANTY**

Labor and parts are warranted for 90 days or 4000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

**THANK YOU!**

LABOR AMOUNT	336.00
PARTS AMOUNT	1106.34
MISC. SALES	
MATERIALS	
TOTAL CHARGE	1442.34
DEDUCTIBLE	
SALES TAX	103.95
OTHER PAY	
CUSTOMER PAY	1403.29

2014

# HERITAGE LINCOLN-MERCURY, INC.

www.heritagelincoln.com  
900 W. GENESEE ST.  
SYRACUSE, NY 13204  
(315) 472-4534



PENNELVILLE

NY

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/24/14	09	MERCURY	GRAND MARQ	2MEHM75V99X		40831	40835	104
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
06/10/09	03/24/14	59	00:00		89.00	01	03/24/14	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
			000-000-0000	BLACK				1

UDB Customer Type: R

===== REPAIR LINE 001 =====  
 AIR RIDE LIGHT IS ON...\$89.00+TAX TO DIAG TO START  
 TECH TESTED AND VERIFIED TECH PERFORMED AIR SUSPENSION TEST CODE C1726 TECH REPLACED  
 AIR COMPRESSOR TECH TESTED OK

Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

06	SUSPENSION	63 M A	2.50	222.50
DONALD M. LUPO				
Total Labor				222.50

FD 8WIZ /	5319/A	COMPRESSO	1	564.60
Total Parts				564.60
Total Line				787.10

===== REPAIR LINE 002 =====  
 CHANGE OIL, FILTER AND LUBE CHASIS, HINGES AND DOOR LOCKS, CHECK AND ADJUST TIRE PRESSURE  
 RES AND TOP OFF ALL FLUIDS  
 LUBE, OIL AND FILTER SERVICE PERFORMED. CHECK AND FILL TIRE PRESSURES AND FILL FLUIDS  
 Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

01FOZ1LOF	LUBE, OIL AND FILTER	63 M A	.30	26.70
DONALD M. LUPO				
Total Labor				26.70

FD FLAZ /	6731/BD	FILTER AS	1	3.66
FD XO /	5W20/QSP	MOTORCRAF	6	14.34
Total Parts				18.00

MISCELLANEOUS:

ENVIRON FEE

Bill Code - C PC Number -

Total Misc	2.25
Total Line	46.95

===== REPAIR LINE 003 =====  
 MULTI POINT INSPECTION

**LIMITED EXPRESS WARRANTY**  
 Labor and parts are warranted for 90 days or 4000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

**N.Y. STATE  
 REPAIR SHOP #  
 4340021**

### DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

**THANK YOU!**

# HERITAGE LINCOLN-MERCURY, INC.



www.heritagelincn.com  
900 W. GENESEE ST.  
SYRACUSE, NY 13204  
(315) 472-4534



PENNELLVILLE

NY

CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/24/14	09	MERCURY	GRAND MARQ	2MEHM75V99X		40831	40835	104
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
06/10/09	03/24/14	59	00:00		89.00	01	03/24/14	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
			000-000-0000	BLACK	1			

TECH PERFORMED MULTI POINT INSPECTION

Bill Code - C

UDB Repair Type: C

UDB Serv Dept: S

99P MULTIPPOINT INSPECT

63 M A

DONALD M. LUPO

63 M A

GBATT GREEN

DONALD M. LUPO

63 M A

GTIRE GREEN

DONALD M. LUPO

63 M A

GBK GREEN BRAKE LININGS ARE OK AT

DONALD M. LUPO

Parts Discount 10.00 Labor Discount 10.00

Payment Type - 01 CASH 878.99

**LIMITED EXPRESS WARRANTY**

Labor and parts are warranted for 90 days or 4000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

**N.Y. STATE  
REPAIR SHOP #  
4340021**

**THANK YOU!**

**DISCLAIMER  
OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AMOUNT	249.20
PARTS AMOUNT	582.60
MISC. SALES	2.25
MATERIALS	
TOTAL CHARGE	834.05
DEDUCTIBLE	
SALES TAX	64.94
OTHER PAY	
CUSTOMER PAY	878.99