

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>10-JUL-2017 AUG 3 2017</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 11003966</p>			
<p>OWNER INFORMATION (Type or Print)</p>				<p>Daytime Telephone Number</p> <p>Evening Telephone Number</p>	
<p>Name</p>		<p>Address</p>		<p>E-mail Address</p>	
<p>City CHESTER</p>		<p>State VA</p>		<p>Zip Code</p>	
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>2MEFM75W15</p>		<p>Make</p> <p>MERCURY</p>		<p>Model</p> <p>GRAND-MARQUIS</p>	
<p>Model Year</p> <p>2005</p>		<p>Engine:</p> <p>No: Cylinders</p> <p>V8</p>		<p>Fuel Type:</p> <p>Regular</p>	
<p>Date Purchased</p> <p>07/30/2005</p>		<p>Dealer's Name and Telephone Number</p> <p>Whitten Lincoln Mercury 804.794.1800</p>		<p>Original Owner</p> <p><input type="checkbox"/></p>	
<p>Dealer's City</p> <p>Richmond</p>		<p>State</p> <p>VA</p>		<p>Zip Code</p> <p>23235</p>	
<p>Transmission Type</p> <p><input type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>		<p>Multiple Failure:</p>	
				<p>Incident Date(s)</p> <p>05-MAY-2017</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 140000 AIR BAGS</p>				<p>Failure Mileage</p> <p>82000</p>	
<p>Failure Speed</p>					
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured</p>	
				<p>Number of Deaths</p>	
				<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2005 MERCURY GRAND MARQUIS. THE CONTACT STATED THAT THE AIR BAG WARNING INDICATOR ILLUMINATED AND CAUSED THE VEHICLE TO FAIL THE STATE INSPECTION. THE VEHICLE WAS TAKEN TO ALLEN TIRE INCORPORATED (4110 WEST HUNDRE ROAD CHESTER, A 23131 PHONE (804-748-6471) WHERE A FAILURE CODE WAS LOCATED AT THE SEAT BELT PRETENSIONER. THE VEHICLE WAS REPAIRED. THE MANUFACTURER STATED THAT THERE WAS NOT A RECALL FOR THE FAILURE AND THE VEHICLE WARRANTY HAD EXPIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 82,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.</p>					
<p>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.</p>					



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

ALLEN TIRE INC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
 4110 W HUNDRED RD
 CHESTER, VA 23831
 (804) 748-6471
 FEDERAL TAX ID# 541076085



INVOICE

07/11/17 07/12/17
 09:46 AM 02:17 PM
 TERR: 7956
 NONSIG: 197378

PAGE: 01

BILL TO: [REDACTED]
 CHESTER, VA [REDACTED]

PHONE 1..... [REDACTED] EXT. VEH YEAR/MAKE. 05 MERCURY
 PHONE 2..... [REDACTED] VEHICLE MODEL. GRAND MARQUIS
 DATE REQUESTED 07/11/17 VEHICLE COLOR. GREEN
 TIME REQUESTED [REDACTED] LICENSE/STATE. [REDACTED]
 RETURN PARTS.. NO ODOMETR IN/OUT 82596 / 82596
 SALESMAN..... 033 / 033 VEHICLE ID #.. 2MEFM75W15 [REDACTED]
 PRIOR INVOICE. [REDACTED]

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
 [REDACTED] V 01 [REDACTED] 0 VA 000294 HOC [REDACTED]

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
033	057	047-230	R	1	L/F SEAT BELT PRE-TENSIONER	356.35	80.00	436.35
033	057	048-120	R	1	RE-INSPECTION	.00	1.00	1.00

OUR GOAL IS TO PROVIDE EXCELLENT CUSTOMER SERVICE. VISIT OUR WEBSITE AND SUBMIT A REVIEW. ALLENTIREVA.COM

*Bag light - still on
 as of 7/11/2017
 Will install fix for light
 when parts come in -
 Per - Billy*

I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY. _____ (signature)

PARTS TOTAL..... 356.35
 LABOR TOTAL..... 81.00
 SUB TOTAL..... 437.35
 SALES TAX..... 18.89
INVOICE TOTAL \$456.24

CUSTOMER AUTHORIZATION FOR TOTAL [REDACTED]

TREAD L/F..... 8/32 TREAD R/F..... 8/32 TREAD R/R..... 8/32 TREAD L/R..... 8/32

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

*Paid 8/7/2017
 Paid
 456.24*

*Total \$456.24 Paid by PABEN Credit
 89.07
 Remote key Diagnose
 BY Robert David*

08/21/2017

Chester, VA

Phone

Description of Incident

Lodging a complaint about vehicle recalls: reference No: 11003966.

I added the VIN number and filled in as many blank fields as possible on the form I am attaching 4 additional sheets showing invoices for charges and work that was done to fix the air bag/seat belt problem. My complaint is that I had to pay \$524.24 for repairs concerning faulty Air Bags on my Mercury Grand Marquis before it would pass state inspection. As a result, my vehicle was rejected and I had 2 weeks to get the Air Bag problem located and repaired. The red warning light with Air/Bags showed up awhile before that.

I am enclosing invoices to show charges for the repairs. The manufacture knew this problem existed many years ago. See online article under US Department of Transportation, Recall Spot Light, TAKATA Air Bags Recalls. This article says plainly that millions of vehicles are subject to recall due to a safety defect related to Air bags that may cause their inflators to explode and cause serious injuries or deaths. That part really was a jolt for me. I spent 12 years driving this vehicle and did not know such a serious risk was looming under the hood. It is not fair that I get charged for having to pay for this repair that should have been taken care of by a recall long ago.

Please find attached two invoices from Allen Tire, Inc, one for diagnostic and one for rest of repair work.

I called Ford Motor Co. and talked to a representative and was told that My car was too old and did not qualify for reimbursement. I know for a fact that this is false because there was a recall on lighting on this same car, 2005 Mercury. My hope was that I should be able to qualify for reimbursement from Ford Motor Co because it was not my fault that the Air bags problem exists in millions of vehicles. The people like me that get hit with expensive repairs because of a bad decision made by manufacturers years ago, should not have to pay for their mistakes.

https

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8/20/2017



United States Department of Transportation

*Hotline
My Number*

1/003966

*online
help lodge
a complaint!*

Recall Spotlight

Share:

Recall Spotlight

Recall Spotlight

Recall Spotlight

NHTSA's mission to help Americans drive, ride, and walk safely includes ensuring that vehicles and motor vehicle equipment with safety-related defects are recalled and fixed. Recall Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

TAKATA AIR BAG RECALLS

Takata air bags installed in in tens of millions of U.S. vehicles are subject to recall due to a safety defect that may cause their inflators to explode and cause serious injuries or deaths.

RESEARCH

Takata Air Bag Recalls

TAKATA SPOTLIGHT

ALLEN TIRE INC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
 4110 W HUNDRED RD
 CHESTER, VA 23831
 (804) 748-6471
 FEDERAL TAX ID# 541076085



INVOICE

07/07/17 07/08/17
 01:03 PM 10:24 AM
 TERR: 7956
 NONSIG: 197378

PAGE: 01

BILL TO: [REDACTED]
 CHESTER, VA [REDACTED]

PHONE 1..... [REDACTED] EXT.
 PHONE 2.....
 DATE REQUESTED 07/07/17
 TIME REQUESTED
 RETURN PARTS.. NO
 SALESMAN..... 033 / 097
 PRIOR INVOICE. NEW CUSTOMER

VEH YEAR/MAKE. 05 MERCURY
 VEHICLE MODEL. GRAND MARQUIS
 VEHICLE COLOR. GREEN
 LICENSE/STATE. [REDACTED]
 ODOMETR IN/OUT 82565 / 82565
 VEHICLE ID #.. 2MEFM75W15X [REDACTED]

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO.
 [REDACTED] M 01 [REDACTED] 0 VA 000018 HDC [REDACTED]

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
033	057	048-120	R	1	REGULATED VEHICLE INSPECTION	.00	16.00	16.00
033	057	047-100	R	1	DIAGNOSE AIRBAG LIGHT ON	.00	68.00	68.00
033	057	046-000	R	1	R/F TURN SIGNAL LENSE IS CRACKED	.00	.00	.00
033	057	046-000	R	1	NEEDS L/S SEAT BELT PRE-TENSIONER	.00	.00	.00
033	057	046-000	R	1	REJECTED FOR AIRBAG LIGHT ON	.00	.00	.00

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I UNDERSTAND THAT ALL CUSTOM WHEEL LUG NUTS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

(signature)

PARTS TOTAL..... .00
 LABOR TOTAL..... 84.00
 MISC SHOP SUPPLIES. 4.76
 SUB TOTAL..... 88.76
 SALES TAX..... .25

CHARGED AMOUNT 89.01
 TAXABLE AMOUNT 4.76

INVOICE TOTAL \$89.01

TREAD L/F..... 8/32 TREAD R/F..... 8/32 TREAD R/R..... 8/32 TREAD L/R..... 8/32

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

*Paid on 7/8/2017
 by Credit Card*