

NET-010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Mr. Ron Courey Jr.
General Manager
Ganley Lincoln-Mercury
6930 Pearl Rd.
Middleburg Heights, OH 44130

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

01-11029808-7406

August 2, 2017

AUG -8 2017

RE: Damage done to my car by Ganley when taken in for a recall

Dear Mr. Courey:

After receiving a letter from Ford Motor Company pertaining to a recall due to a faulty lighting control module on my 2004 Mercury Grand Marquis, I made an appointment with Ganley Lincoln Mercury to have it repaired. While there, a service representative informed me that instead of replacing the lighting control module, they would do a wiring bypass to complete the necessary repair. Within just a couple of days after the wiring bypass was performed by Ganley Lincoln-Mercury, my steering froze up completely almost causing me to get into a serious automobile accident. At the advice of my automobile mechanic, I had my car towed to a company in Cleveland that specializes in wiring issues, Wired Right, and they determined that when the bypass harness to the Lighting Control Module was performed, the wires were too long which rapped around the steering column breaking the harness and the LCM.

I had to pay \$570.00 to Wired Right to repair the faulty work done by Ganley Lincoln Mercury described above and I am now seeking immediate reimbursement from them for the repair due to faulty work related to this recall issue. To repeat, this put me in a very dangerous position while driving.

Please respond promptly as I am prepared to take whatever steps necessary including legal action to resolve this issue. My contact information is available below.

Thank you for your attention this matter.

Sincerely

[Redacted signature]

Berea, OH
email: [Redacted]
cell: [Redacted]

CC: Ron Courey Sr.

Jim Kennedy, Service Manager

Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E.,
Washington, DC 20590

22

NM
9-24-17
W

CUSTOMER # [REDACTED]

6930 Pearl Road-Phone (440) 845-6000
Quick Lane (440) 887-2980
MIDDLEBURG HEIGHTS, OHIO 44130

INVOICE



BEREA, OH
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 4019 BETH PINCHEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	04	MERCURY GRAN MARQUIS	2MEHM75W34X [REDACTED]		272766/272766	T200	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
30APR04 DD			WAIT 26JUL17			CASH	26JUL17
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:			
08:45 26JUL17	11:07 26JUL17		[REDACTED]	ENG:4.6_Liter_SOHC			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	15S39		HEADLIGHTS INOPERATIVE				
CAUSE: RECALL							
15S39B INSTALL LCM BYPASS MODULE KIT							
5007 BYERS, RAYMOND LIC#: 5007							
WS94							
1 3W7Z*13C788*A PROCESSOR - LIGHTING CONTROL (N/C)							
FC: PART#: COUNT: (N/C)							
CLAIM TYPE: 15S39							
AUTH CODE:							
5007							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
272766 PERFORMED RECALL 15S39. WIRED IN LCM BYPASS.

Dear Valued Customer, in the next few weeks you may receive a survey from Ford Motor Co. We would appreciate it if you would take the time to mark questions 1 and 9 completely satisfied. If you feel you can not, please contact your service consultant 440-845-6000 before you fill out the survey.

LINCOLN

Service

<p>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p>	<p>*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total labor cost, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair a minimum charge of \$3.00.</p>	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td>0.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>0.00</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td>0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td>0.00</td> </tr> <tr> <td>MISC. CHARGES *</td> <td>0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>0.00</td> </tr> <tr> <td>LESS DISCOUNT</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>0.00</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>0.00</td> </tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES *	0.00	TOTAL CHARGES	0.00	LESS DISCOUNT	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	0.00
	DESCRIPTION	TOTALS																				
	LABOR AMOUNT	0.00																				
	PARTS AMOUNT	0.00																				
	GAS, OIL, LUBE	0.00																				
	SUBLET AMOUNT	0.00																				
	MISC. CHARGES *	0.00																				
	TOTAL CHARGES	0.00																				
	LESS DISCOUNT	0.00																				
	SALES TAX	0.00																				
PLEASE PAY THIS AMOUNT	0.00																					
<p>DATE</p>	<p>CUSTOMER SIGNATURE</p>	<p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p>																				

WIREDRIGHT
 22350 LORAIN RD
 FAIRVIEW PARK, OH. 44126
 Phone: 440-734-3838 Fax: 440-734-4445

INVOICE



INVOICE

Date: 08/03/2017

Automotive Creations #7

2004 Mercury - Grand Marquis LS - 4.6L, V8 (281CI) VIN(W)

Lic # [REDACTED] - OH

Odometer In : 0

Office : [REDACTED]

VIN # : 2MEHM75W3 4X [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Ext
Light Contro / Lighting Control Module 4W7Z*13C788*BD	1.00	250.00	250.00	Customer States Wiring harness near steering column broke. Found Someone installed a by pass harness to LCM (Lighting Control Module) the wires were too long and rapped around column, breaking harness and LCM. Repair wiring and Replace LCM with new. Customer states he had a recall done to the Lighting Control Module a few days prior to this, at Ganley Lincoln Mercury.	320.00

Org. Estimate 490.00 Revisions 0.00 Current Estimate 490.00

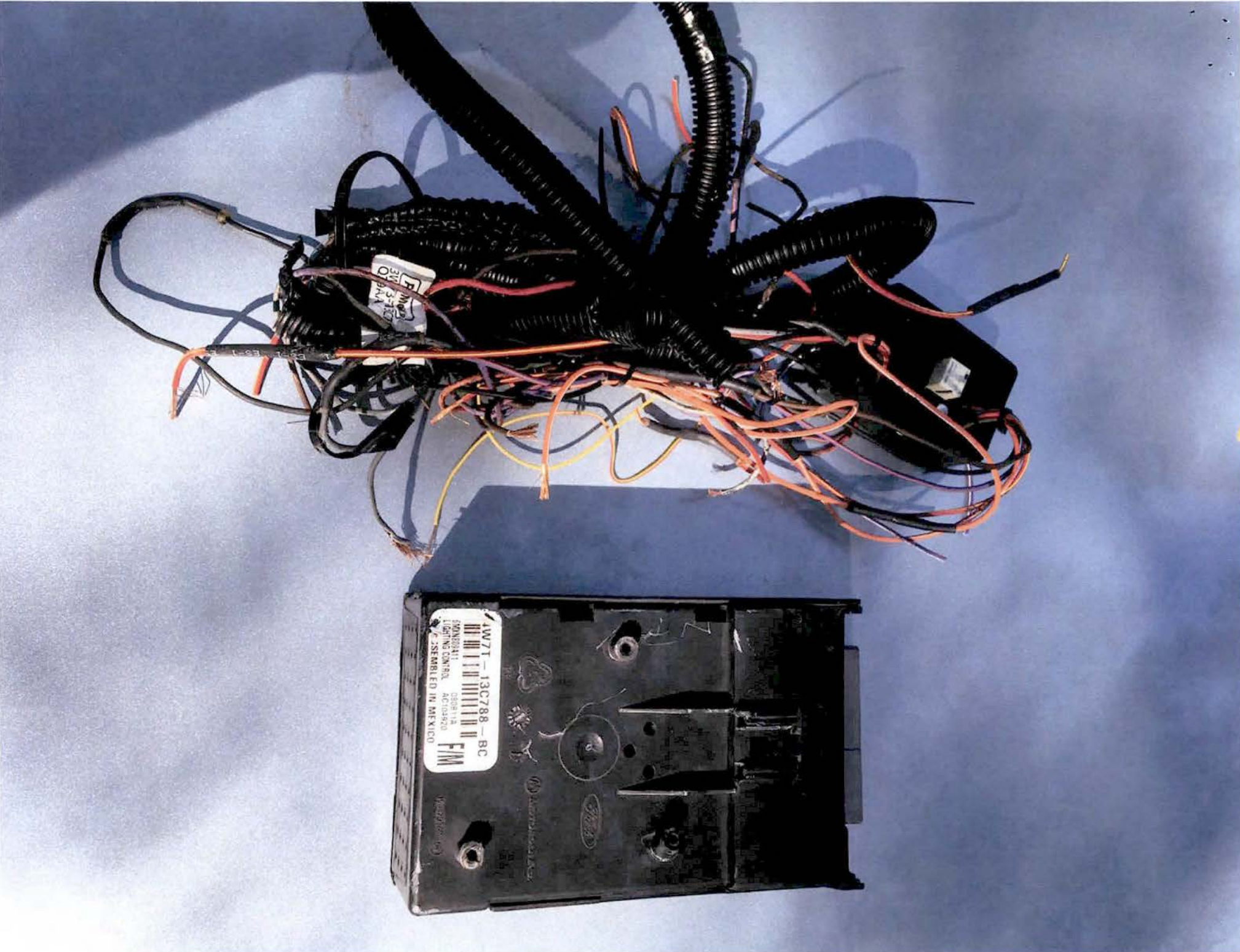
Labor:	320.00
Parts:	250.00
SubTotal:	570.00
Tax:	0.00
Total:	570.00
Bal Due:	\$0.00

[Payments - Cash - \$570.00]
 Vehicle Received: 8/2/2017

Work Completed Date: 8/3/2017

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____



AV71-136788-BC
50089341
LIGHTING CONTROL
AC 034920
FM
ASSEMBLED IN MEXICO

FM
AV71-136788-BC
50089341
LIGHTING CONTROL
AC 034920

BEREA, Ohio

W41-306

Adminstanton
National Highway Traffic
1200 New Jersey Ave
Washington, DC 2059



CERTIFIED MAIL

Company Name

To: W41-306

Mailstop: 4 West
Department: NEC, NOA, NIA

Phone: PRIORITY

Purchase Order
(ItemVarName4)



Route

