



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

DOT Auto Safety Hotline
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: 01-DEC-2017
Repository:
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MAR 01 2018

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: MT JULIET State: TN Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address:
Evening Telephone Number:

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: 2MEFM75W95X [REDACTED]
Make: MERCURY Model: GRAND MARQUIS Model Year: 2005
Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: Nashville State: TN Zip Code:
Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 07-MAY-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 LIGHTING (PWS)
Lighting control module Failure Mileage: 126000 Failure Speed:

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): Original Equipment 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: Yes No Fire: Yes No
Number of Persons Injured: Number of Deaths: 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).

TL* THE CONTACT OWNS A 2005 MERCURY GRAND MARQUIS. EACH TIME THE VEHICLE WAS DRIVEN, THE HEADLIGHTS FAILED TO ILLUMINATE INTERMITTENTLY. THE VEHICLE WAS TAKEN TO BATES FORD (1673 W MAIN ST, LEBANON, TN 37087, PHONE: (615) 444-8221) WHERE IT WAS DIAGNOSED THAT THE LIGHTING CONTROL MODULE FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED DUE TO THE COST. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THE VIN WAS NOT INCLUDED IN A RECALL. THE APPROXIMATE FAILURE MILEAGE WAS 126,000.

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 to 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.

In 2014 Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

My headlights unexpectedly would not shine. I called Ford Motor in 2014. They still have the recorded call. Ford rep. adamantly refused help stating "it is not an ^{recall} recall". July 2017 I received a recall letter (see attached) ref. reimbursement. Because I don't still have a repair receipt they refuse reimbursement although they still have my phone call recorded in 2014. It is a very expensive repair. I had an individual do the repair. I

ATTACH ADDITIONAL SHEETS IF NECESSARY

NASHVILLE
TN 370
02 JUN '18
PM 5 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

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



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



1673 W. Main Street

Lebanon, TN 37087

(615) 444-8221

Fax: (615) 444-805

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 12:00 p.m. Saturday

Case # CAS-

R/O Open Date	R/O Number				
7/19/17					
R/O Close Date	Status				
7/19/17	Final				
Mileage In	Mileage Out				
126276	126277				
Service Advisor / Tag #					
Donald Lawrence/025*W*					
Vehicle Identification Number					
2MEFM75W95X					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2005	MERCURY	GRAND MARQUIS	4DR SDN LS ULTIMA		

MT JULIET, TN

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

- #1 - 36FOZ: RECALLS
CUSTOMER HAS A RECALL 15S39 HEADLIGHT INOPERATIVE
Tech: Gary Harrison (451)
Installed 3W7Z 13C788 A :PROCESSOR - LIGHTING CONT Qty: 1
PERFORMED RECALL 15S39 HEADLIGHT INOPERATION. Warranty
Warranty

- #2 - 00FOZZ99P: MULTI-POINT INSP.
Tech: Gary Harrison (451)
Sub Total: .00

- #3 * 00FOZGBATT: GREEN BATTERY
ADDED OPERATION
Tech: Gary Harrison (451)
Sub Total: .00

- #4 * 00FOZYBK: YELLOW BRAKES (WILL NEED FUTURE ATTENTION)
ADDED OPERATION
Tech: Gary Harrison (451)
Sub Total: .00

- #5 * 00FOZGTIRE: GREEN TIRE
ADDED OPERATION
Tech: Gary Harrison (451)
Sub Total: .00

 * YOU MAY RECEIVE A SURVEY IF PLEASE GIVE US *
 * COMPLETELY SATISFIED IF NOT PLEASE CALL PAUL *
 * TUBBS 615-444-8221!!!!!!!!!!!!!! THANK YOU FOR YOUR BUISNES*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904

[Redacted]



[Redacted]
MOUNT JULIET, TN [Redacted]

*Bates Ford Service
Wed
8:00*

July 2017

2018

***** IMPORTANT SAFETY RECALL ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 15S39 / NHTSA Recall 16V-861
Aviso de Revisión de Seguridad 15S39**

2005 Grand Marquis
Your Vehicle Identification Number (VIN): 2MEFM75W95 [Redacted]

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the Issue?

On your vehicle, it is possible that the Lighting Control Module (LCM) that supplies power to the headlights will fail. This may result in the headlights not illuminating, increasing the risk of crash at night. The headlights may have intermittent operation or flicker prior to loss of headlights. In the event of the loss of headlights, the flash-to-pass operation is still functional.

What will Ford and your dealer do?

Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to install an LCM bypass module kit, which will assume control of the headlight functions, free of charge (parts and labor).

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 15S39. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.



Recall Reimbursement Program
PO Box 6251
Dearborn, MI 48121

October 17, 2017

0000006441/00000005

[REDACTED]
[REDACTED]
MT JULIET, TN [REDACTED]

Dear [REDACTED]

Thank you for taking the time to prepare and send us your request for reimbursement related to recall 15S39 for Vehicle Identification Number 2MEFM75W95X [REDACTED]. Each request that we receive is carefully reviewed to determine whether all the eligibility requirements are met.

In reviewing your claim we find that it is not eligible for reimbursement for the following reason(s):

- REQUEST PROOF OF PAYMENT. NOTE: "PROOF" OF PAYMENT IS NOT THE WORD "PAID" WRITTEN OR STAMPED ON THE RECEIPT.
- IN ORDER FOR YOUR REQUEST TO BE CONSIDERED, PLEASE ENSURE THE DOCUMENTS SUBMITTED INCLUDE: VEHICLE IDENTIFICATION NUMBER (VIN) AS RECORDED ON THE RECEIPT BY THE SERVICE PROVIDER; AMOUNT, REPAIR DESCRIPTION, DATE OF REPAIR, AND PART NUMBER(S) USED TO COMPLETE THE REPAIR.

For your reference, we have included the requirements from the Federal Recall Reimbursement Plan below:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall

Failure to submit all of the above information may result in the denial of the reimbursement request.

As a reminder, recalls must be performed by an authorized Ford or Lincoln dealership. If you have not already done so you should have this recall and any other open recalls completed. Please contact your Ford or Lincoln dealer as soon as possible to schedule an appointment. We have enclosed your original request documents for your records.

Sincerely,

Ford Motor Company

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