

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration
**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire (VOQ)**
**NATIONWIDE 1-888-DASH-2-DOT**  
**1-888-327-4236**  
**www.nhtsa.dot.gov/hotline**
**FOR AGENCY USE ONLY 231**

Date Received

05-SEP-2000

 Od\_or \_\_\_\_\_  
 Rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

869522

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) _____ <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make <b>MERCURY</b>	Vehicle Model <b>MARQUIS</b>	Vehicle Year <b>1997</b>	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>05100000</b>	Part Name(s) <b>ENGINE</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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**APPLICATION INCIDENT INFORMATION**


(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

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 Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**
**WHILE TRAVELING AND WITHOUT ANY INDICATION VEHICLE STALLED. DEALER HAS BEEN CONTACTED, COULD NOT FIND CAUSE. PLEASE PROVIDE FURTHER INFORMATION.\*AK**

CONTINUED ON BACK PLEASE

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY	
 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted] 634152		Date Received 05-SEP-2000 OFFICE DEFECTS INVESTIGATION	Reference No. 869522
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner [Redacted]		Date / /	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (indicate location of windshield on driver's side) 2MELM75W2VX703176	Vehicle Make MERCURY	Vehicle Model MARQUE	Vehicle Year 1997
Purchase Date Aug 1997		Dealer's Name FT. Lauderdale Lincoln Merc.	Current Odometer Reading 39,452
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes	Restraint System <input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes
Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel		Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> Sport Utility Truck <input type="checkbox"/> Motorcycle <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pickup <input type="checkbox"/> Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05100000	Part Name(s) ENGINE	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 12	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) <input type="checkbox"/> Yes? <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No
APPLICATION INCIDENT INFORMATION			
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0
Estimated Property Damag		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE TRAVELING AND WITHOUT ANY INDICATION VEHICLE STALLED. DEALER HAS BEEN CONTACTED, COULD NOT FIND CAUSE. PLEASE PROVIDE FURTHER INFORMATION.*AK I CAN be driving along hwy. OR STREET + CAR suddenly stalls but will start right up again. This has happened SEVERAL TIMES I HAVE BROUGHT CAR TO DEALER but he claims he can find NO problem. I have noted there was a recall for this problem for the 1995 because of ignition module? Left car with repair 6/13/00 could find no problem. Left car 8/24 for 5 days could find no problem.			
<small>CONTINUE ON BACK IF NEEDED</small>			
<small>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.</small>			

<u>Date car stalled</u>	<u>Time driving</u>	<u>Mileage</u>	
4/11/00	approx 30 MINS	33,891	
5/14/00	approx 15 MINS	34,611	
5/23/00	approx 5 MINS	35,720	
6/12/00	approx 10 MINS	36,350	
6/13/00	in for repair	36,550	left car for 1 day
7/21/00	approx 1-hr.	37,888	
8/5/00	" , 5 MINS	37,997	
8/17/00	approx 15 MINS	38,871	
8/24/00	in for repair	39,054	left car for 5 days
9/11/00	approx 5 MINS	39,249	
9/18/00	approx. 10 MINS	39,511	



M & M FORD - LINCOLN - MERCURY, Inc.  
 127 Mill Street, LIBERTY, NEW YORK 12754  
 N.Y.S. M.V. REG. NO. 7047393

(214) 252-0600  
 1-800-452-2217

CUSTOMER ACCOUNT NUMBER		CUSTOMER NAME	
CUST# 3362		ROE CALYS	PJ - 1
		INTE 8/24/97	8/29/98
		POB	
		WRITER RC	
		APPROVAL RC	7160

OWNER 3362 UNIT# VX703176 1997 MERCURY GRAND MARQ CURR MI 39,054.0  
 PROD DT: 6/17/97 CURR HRS  
 MI OUT 39,134.0

DELIVERED: 8/09/97 LIC# LY215X NY  
 VIN: 2MELM75W2VX703176 ENGINE: 4.6L SOHC  
 COLOR: TAN

WARRANTY EFF: 8/09/97 EXT: Y UNIT: EXP:  
 ESP: CODE 711; PREMIUM; EXPIRES 8/9/02 OR 75,000 MILES; \$50.00 DED.  
 \$25/DAY RENTAL

LIST 1/0 UNIT PRO EXT  
 (C) 1. CONCERN: VEHICLE STALLS AT TIMES AT ANY SPEED.  
 CORRECTION: WE CHECKED FOR SERVICE BULLETINS; ONLY ONE PERTINENT SAID TO INSPECT THE FUEL PUMP HARNESS, WHICH WE DID AND FOUND NO PROBLEMS. AS PER WIN AT TECHNICAL HOT LINE WE MUST ROAD TEST VEHICLE UNTIL SYMPTOMS OCCUR TO DIAGNOS PROBLEM. THE CUSTOMER DECLINED TO HAVE CAR DRIVEN UNTIL A DIAGNOSIS COULD BE MADE.

TOTAL LABOR  
 TOTAL PARTS  
 REPAIR ORDER TOTAL

*Car in shop 5 days  
 had no car rental*

*In 39054  
 out 39134*

<b>PARTS SALES</b> NO RETURNS AFTER 30 DAYS. NO RETURNS ON ELECTRICAL OR SPECIAL ORDERED PARTS. NO REFUNDS WITHOUT THIS INVOICE.	AUTHORIZED SIGNATURE AND DATE		CLAIM INVOICE # DATE <small>IN ORDER FOR WARRANTY CLAIM, NEW OR REPAIRED PARTS MUST BE INSTALLED AND PROPERLY ADJUSTED. THIS WARRANTY DOES NOT COVER DEFECTIVE PARTS. THE WARRANTY IS VOID IF THE PARTS ARE NOT INSTALLED OR ADJUSTED PROPERLY. THE WARRANTY IS VOID IF THE PARTS ARE NOT INSTALLED OR ADJUSTED PROPERLY. THE WARRANTY IS VOID IF THE PARTS ARE NOT INSTALLED OR ADJUSTED PROPERLY. THE WARRANTY IS VOID IF THE PARTS ARE NOT INSTALLED OR ADJUSTED PROPERLY.</small>
	APPROVAL CODE OR NO	COMMITMENT CODE	
	REPAIR 1	REPAIR 2	
<small>FORM 10 SEALER, GENERAL WARRANTY OR RETURNED PARTS</small>			<small>1997</small>



M & M FORD - LINCOLN - MERCURY, Inc.  
 127 Mill Street, LIBERTY, NEW YORK 12743  
 N.Y.S. M.V. R'S REG. NO. 7047393

(914) 292-8600  
 1-800-452-2217

CUSTOMER ACCOUNT NUMBER		CUSTOMER LOG	
[REDACTED]	CUST#	3362 (DUPLICATE)	RO# 07049
	DATE	6/13/97	6/13/97
	PD#		
	WRITER	AMP	
	APPROVAL	AMP	7200

OWNER 3362 UNIT# VX703176 1997 MERCURY GRAND MARG CURR MI 36,550.  
 PROD DT: 6/17/97 CURR HRS  
 MI OUT 36,550.  
 DELIVERED: 8/09/97 LIC#: LY215Y NY  
 VIN: 2MELM75W2VX703176 ENGINE: 4.6L SOHC  
 COLOR: TAN  
 WARRANTY EFF: 8/09/97 EXT: Y UNIT: EXP:  
 ESP: CODE 711; PREMIUM; EXPIRES 8/9/02 OR 75,000 MILES; \$50.00 DED.  
 \$25/DAY RENTAL

LIST T/C UNIT PRC EXT  
 (C) 1. CONCERN: MASS AIR FLOW SENSOR WAS REPLACED, NOW VEHICLE IS DYING OUT  
 WHEN DRIVING  
 CAUSE: CHECKED OUT STALLING: CHECKED WITH PIDS, ALL SENSORS  
 WITHIN NORMAL RANGE, NO CODES PRESENT TEST DROVE, COULD NOT  
 CORRECTION: DUPLICATE CUSTOMER'S CONCERN AT THIS TIME  
 122

TOTAL LABOR  
 TOTAL PARTS  
 REPAIR ORDER TOTAL

<b>PARTS SALES</b> NO RETURNS AFTER 30 DAYS. NO RETURNS ON ELECTRICAL OR SPECIAL ORDERED PARTS. NO REFUNDS WITHOUT THIS INVOICE.	AUTHORIZED SIGNATURE AND DATE		LAST INVOICE # DATE <small>THIS IS A RECEIPT FOR THE PARTS LISTED ONLY. IT DOES NOT GUARANTEE THE ACCURACY OF THE INFORMATION PROVIDED HEREON. THE DEALER IS NOT RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR PERSONS OR PROPERTY THAT MAY BE CAUSED BY THE USE OF THE PARTS LISTED HEREON. THE DEALER IS NOT RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR PERSONS OR PROPERTY THAT MAY BE CAUSED BY THE USE OF THE PARTS LISTED HEREON. THE DEALER IS NOT RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR PERSONS OR PROPERTY THAT MAY BE CAUSED BY THE USE OF THE PARTS LISTED HEREON.</small>
	APPROVAL CODE OR RD.	COMPLIMENT CODE	
	REPAIR 1	REPAIR 2	
			<small>DEALER, ORIGINAL OWNER, OR AUTHORIZED PERSON</small>