



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 335

Date Received

Repository

1/21/03

Reference No.
10004313

OWNER INFORMATION (Type or Print)

Name
Address
City WEST MELBOURNE

State FL Zip Code

Telephone Number
Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 2/4/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)
1JLUM83W5T71G295
Make LINCOLN Model TOWN CAR Model Year 1996
Date Purchased 11/1/01 Dealer's Name and Telephone Number VIC OSMAN LINCOLN MERCURY Engine: 4.6 Ltr Fuel Type: Gasoline
Original Owner Dealer's City MELBOURNE 1 State FL Zip Code 32901 No. of Cylinders 8
Transmission Type AUTO Antilock Brakes Cruise Control Powertrain Vehicle Component Code D63200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD
Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 1/19/03 Failure Mileage 95 Failure Speed 30 mph INTAKE MANIFOLD COOLANT Passage Burst.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make N/A The Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTNALSABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A 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 NONE Number of Deaths NONE Reported to Police NO

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).

THE INTAKE MANIFOLD HAS DEVELOPED A CRACK, AND LEAKS OVER THE ENGINE. CONSUMER HAS EXPERIENCED SMOKE, AND A BURNING SMELL. PLEASE PROVIDE ANY FURTHER INFORMATION. PH

while driving on road at approx 30 to 35 mph, I saw white smoke coming from under hood and saw in mirror a tail of smoke. PULLED OVER IN 20 seconds to gas station. OPENED HOOD, saw coolant all over engine. Call insurance company to arrange towing to my house. (TURN OVER)

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.

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

I ~~diagnosed~~ diagnosed problem to ~~was~~ crack in coolant passage on intake manifold. Since Lincoln would not honor recall # 97M91 for my car, I purchased repair kit from a Ford dealership by mail (receipt ATTACHED) and installed parts myself and car is fine now.

Since the ~~and~~ recall # 97M91 is for the exact problem I had, I find it completely wrong that they will not honor this recall. I have the broken part in my garage and will produce it for further examination if needed.

I saved over \$400.00 by doing it myself because local ford dealership wanted \$700.00 to do job.

Please Help!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAILING OFFICE

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at:

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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www.safercar.gov

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**