



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 252

Date Received

Repository ☐

Reference No.
10006426

PK 8:27
04-FEB-2003

OWNER INFORMATION (Type or Print)

Name

Address

City

CONOWINGO

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of your name or address to the vehicle manufacturer.

Signature of Owner Date 2/12/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

PLEASE FILL IN

Make

LINCOLN

Model

TOWN CAR

Model Year

2003

Date Purchased

10/5/03

Dealer's Name and Telephone Number

Ramsey Ford, Lincoln, Mercury

Engine:

No. Cylinders

Fuel Type:

G

Original Owner

Dealer's City

Rising Sun

State

MD

Zip Code

21911

Transmission Type

Auto

☒ Antilock Brakes

☐ Cruise Control

Powertrain

RWD

Vehicle Component Code

162000 STRUCTURE: BODY

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-FEB-2003

Failure Mileage

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).

THE FENDER AND HOOD DOESN'T LINE UP PROPERLY. PLEASE FILL IN ADDITIONAL INFORMATION. DEALER IS AWARE OF THE PROBLEM. PH

The Back Glass & Deck lid are not Aligned properly and The Factory manufacturing liaison (Larry Fisher) said That the Can Sheet metal could no be adjusted so that The lines were tight. OR Aligned, with out sacrificing another part or parts

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)

MY CONCERN IS (IF THE SHEET METAL ALIGNMENT IS OFF 7/8 MM ON LEFT FRONT OF HOOD AND FENDER, AND IS OFF 7/8 MM ON RT REAR OF DECK LID I AM CONCERNED THAT MY FRAME IS NOT STRAIGHT, NOT TO MENTION THE TERRIBLE CRAFTSMANSHIP IN THIS SO CALLED LUXURY AUTOMOBILE THAT I PAID A LOT OF MONEY FOR. I AM CONCERNED AT THE WHEEL ALIGNMENT, HANDLING & TIRE WEAR PROBLEMS. FORD MOTON CO. SAYS THAT MY VEHICLE IS WITHIN SPECS, BUT THE SPECS ARE NOT AVAILABLE TO ME TO DISPUTE

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov>

J. JOSEPH CURRAN, JR.
Attorney General

CARMEN M. SHEPARD
DONNA HILL STATON
Deputy Attorneys General



WILLIAM LEIBOVICI
Chief, Consumer
Protection Division

STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

January 13, 2003

[REDACTED]
Conowingo, MD [REDACTED]

RE: Ramsey Ford
CASE # 5B045-E3-282

Dear [REDACTED]

Enclosed is a copy of the letter Ford Motor Company sent us in response to your complaint. Please review the letter, then contact me so we can discuss this matter further.

If in fact, you disagree with Ford on the completion of repairs, you may want to ask your insurance company to recommend an independent body shop and glass repair company to assess problems with the paint and gaskets around the rear windshield. Ask the companies to give you estimates for correction of any defects. You then may want to send a rebuttal letter to Ford Motor Company by certified mail and to Ramsey Ford. Please copy our office on the letter and estimates.

I can be reached weekdays at 410-543-6620 from 8:30 to 4:30.

Sincerely,

Kathryn Bliven
Kathryn Bliven
Consumer Affairs Specialist II

Enclosure

Ford Motor Company

Sam

Consumer Affairs

January 7, 2003

Ms. Kathryn Bliven
Office of the Attorney General
Consumer Protection Division
201 Baptist Street, Suite 30
Salisbury, MD 21801-4976

Re: [REDACTED]
File No: 58045-E3-282

Dear Ms. Bliven:

Your recent correspondence informed us of a complaint filed in your office by [REDACTED] regarding his 2003 Town Car. You asked us to investigate and provide you with a report of our findings.

Our Regional Customer Service Manager (CSM) Angela Scott-Bright reviewed [REDACTED] concerns relating to his Town Car. According to Ms. Scott-Bright, the fender on [REDACTED] vehicle has been repaired. Additionally, the paint concerns have also been addressed. [REDACTED] has been advised that the alignment and seam gaskets are within specifications for the vehicle. Based on this information, we propose no further action.

Please consider this our closing report. Thank you for bringing this matter to our attention.

Sincerely,

Anne Roberts
Consumer Intervention



Ford Motor Company

Consumer Affairs

January 15, 2003

Ms. Constance Stevens
Better Business Bureau
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Re: [REDACTED]
VIN: 1LNHM83WX3Y627226

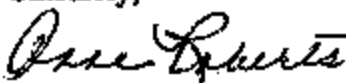
Dear Ms. Stevens:

Your recent correspondence informed us of a complaint filed in your office by [REDACTED] regarding his 2003 Town Car. You asked us to investigate and provide you with a report of our findings.

[REDACTED] previously filed a complaint with the Office of the Attorney General in Maryland. A letter was sent to Attorney General's office on January 7, 2003 with the outcome of our review. Enclosed is a copy of the letter. [REDACTED] vehicle has been repaired. Additionally, the alignment of the vehicle's hood and seam gaskets are within specifications of the vehicle. Consequently, no further attempts at repair will be made. Based on this information, no further assistance will be provided.

Thank you for bringing this matter to our attention.

Sincerely,


Anne Roberts
Consumer Intervention





THE
Better Business Bureau

Better Business Bureau of Detroit & Eastern Michigan
30655 Southfield Road, Suite 200
Southfield, MI 48076-7751

Phone: (248) 844-8100
Fax: (248) 844-5028
Email: info@easternmichiganbbb.org
Website: www.easternmichiganbbb.org

January 24, 2003

[REDACTED]
[REDACTED]
Conwingo, MD [REDACTED]

RE: Ford ESP Headquarters

Dear [REDACTED]

This is in reply to your recent complaint filed with the Better Business Bureau.

The BBB relies on the voluntary cooperation of businesses in the resolution of complaints. Unfortunately, when a firm fails to respond to our offer of assistance, we must close our file and note it accordingly. However, when a company responds to a complaint, we do notify the customer of the response.

Please review the information below to determine the status of your complaint with the Bureau.

1. () We have been advised by the company that action has been or will be taken concerning your complaint.
2. (X) Please see enclosure for the company's position regarding your complaint.
3. () The company has not responded to us. If you wish to pursue your complaint, you may contact Small Claims Court, the Department of Licensing & Regulation, or the regulatory agency for the company.

Sincerely,

Constance Stevens
Dispute Resolution Consultant

Lincoln
16800 Executive Plaza Dr.
P.O. Box 6248
Dearborn Mi. 48121

[REDACTED]
Conowingo Md. [REDACTED]

Dear sir or madam

I am writing to you to complain about the problems and concerns I am having with my 2003 Lincoln town car, on oct. 5 2003 I purchased my new Lincoln vin #1nhm83wx3y627229 from ramsey ford Lincoln mercury in rising sun md. The next day I opened the hood to look inside and I noticed an accumulation of what appeared to be residue from wet sanding inside of the left fender, I also noticed some rough areas on the hood which I later found out was overspray. Now that my suspicion was aroused I continued to check out the car further. I also noticed that the hood was not properly aligned, the hood is back 3/8 in. on the drivers side and lower than the fender on the passenger side, I also noticed a paint chip on the rear of the hood on the passenger side as well as a chip on the left door edge where a polisher came in contact with it. My wife was checking out the trunk when she noticed that the paint was rubbing off the top of the rear bumper cover where it was touching the deck lid it was to high on the right side. Also the deck lid was out of adjustment and the right tail light gasket was folded Over, also there was a paint chip on the inside of the right 1/4 panel where the trunk closes, another problem is that the gap between the back of the deck lid and the rear glass is at least 1/2 in. greater on the right side than the left.

On oct. 7 2003 I returned to the dealer to finish the paper work and have the car redetailed, I left the car there. When I returned I was told that the residue was indeed wet sanding residue but that the hood was not repainted so I took the car and was to bring it back on the 10th. To have the paint work done.

I brought the car back on the 10th and it sat there all day, when I returned to pick up the car all that was done was touch up paint was applied and I told them it was not acceptable so we made arrangements to have the car brought to their body shop on the 15th, after that I went to the body shop and showed him my concerns and he assured me that he could and would correct all defects.

On the 15th. I was at the dealer and we brought the car to the body shop abd dropped it off and it was to be completed that evening. At 2:00 pm I went to town and passed the body shop my car was in the same spot it was left at and had not been worked on so I called the dealer and told him and he said he would call and find out why the car was not started.

A few minutes later the body shop called me and said I did not have to ride by every hour checking on my car and that I needed to take a chill pill. At 5:00 pm the body shop called and said my car was ready and I could pick it up and that he did all he could at this time. I went to pick up the car and the rear bumper was adjusted and the bumper cover was blended in also the deck lid was partially adjusted and the paint chips were repaired

The explanation I got for the hood and the space between the back glass was really spectacular, hood, manufactured shorter on one side than the other, space between deck lid and rear glass, installed at the factory wrong . I am still waiting for him to call me back to correct these items .

meanwhile the dealer says he called factory to look at my car that was three weeks ago and all I here is he is coming.

Since my original concerns ,gasket around rear glass loose and not fitted ,aux. Lighter port fell out lying on floor,rust on ledge of trunk,inner fender panel on left side loose and rattles, left rocker moulding loose ,tape line on rt. wheel opening,differential noise at 55 mph.

This is our 3rd . Lincoln and it is quite a shock to see the lack of quality put into this one and the lack of my concern to have these details addressed. I have had many ford products and the 2000 windstar I traded in was far superior to this car, I bought a top of the line car not an escort and I deserve better,I hope to have some resolve and am hoping you will help me.

Sincerely



Lincoln
16800 Executive plaza Dr.
P.O. Box 6248
Dearborn Mi. 48121

Feb. 1, 2003

Dear sir or madam

This is my second attempt to have my problems resolved, I am in total disagreement with customer relations decision on my vehicle.

First had it been disclosed to me before I purchased my 2003 t/c that there was paint and body work performed after the car was manufactured it would have changed my decision to purchase that particular vehicle.

Secondly, the sheet metal alignment concerns have not been addressed and I was told by Larry Fisher that they could not be adjusted and that it was a manufacturing variance. In Anne Roberts from consumer interventions letter she stated that the fender has been repaired. That statement is truly false. There was no attempt to repair the fender. Miss Roberts also stated that the alignment and seam gaskets were within specifications for the vehicle. On December 15, 2002 I went to the selling dealer and spoke to the service manager Tom Godfrey and asked him what the specifications were for that vehicle that the letter referred to. Tom said he had no idea but he would find out. Tom then called Larry Fisher and was told that information was not available on a dealer level, Larry asked that I call him and see if we could have some sort of agreement. I went home and called him and left v/m. Larry called me back on 12/12/2002. We discussed my concerns and dissatisfaction of my car and Larry asked if I wanted out of my vehicle. I answered if it cannot be fixed properly yes I wanted out of my car. Larry stated that he would contact customer relations on my behalf and see if they could satisfy me. Larry said that if I did not here from them in a week to call him back. I have heard nothing to this day and left a message for Larry to call me on 1/27/2003 and still have not heard anything. I also mentioned to Larry that I liked the car very much and if fomoco bought it back I would purchase the same vehicle back with the exception of the defects.

I would also like to mention that I think Lincoln is aware of this particular problem because all of the earlier production dates have this problem and the later production dates do not. I have checked many vehicles and found this to be true.

Thank You

File#58045—E3-282

Subj: RE: 2003 Lincoln t/c from ramsey ford, lincoln, mercury rising su n md.
 Date: 12/17/2002 12:13:49 PM Eastern Standard Time
 From: [REDACTED]
 To: [REDACTED]
 Sent from the Internet (Details)

WHEN I LEFT I WAS OF THE UNDERSTANDING YOU WERE GOING TO MAKE A DECISION AS TO YOUR INTENTIONS, AND CONVEY THEM TO TOM AT THE DEALERSHIP. WE AGREED THAT WHEN THIS HAPPENED, HE WOULD CALL ME AND CONTACT FORD CUSTOMER SERVICE. THIS OFFER STILL STANDS. PLEASE CONTACT YOUR DEALER. TOM KNOWS HOW TO CONTACT ME, I HAVE SPOKEN TO HIM SINCE I WAS THERE. TOM ALSO STATED AS WE WERE TALKING THAT HE WOULD LOOK INTO THE REAR AXLE CONCERN, HAS THE VEHICLE BEEN IN FOR DIAGNOSIS? THANK YOU.

LARRY FISHER
 MANUFACTURING LIAISON
 WAXOM ASSEMBLY PLANT
 248 344 5838
 TEXT PAGE LFISHER

-----Original Message-----

From: [REDACTED]
 Sent: Tuesday, December 17, 2002 10:39 AM
 To: lfisher@ford.com
 Subject: 2003 Lincoln t/c from ramsey ford, lincoln, mercury rising sun md.

hi larry! happy holidays. i am still waiting to hear from you or lincoln about my dissatisfaction with my new t/c. on 12/2 when you were here i spoke to mark hyman and he was to contact you to see if any kind of solution could be reached. you said you wanted to make me happy but so far that has not happened. the differential is getting noisier and the rust on the rear deck panel is starting to come back. i was hoping fomoco would offer me a new car or some other consideration. please advise. thanks rich sayres

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).