



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 ☐

20-MAR-2003

2004 SEP 21 AM

Reference No.

9:06
70042163

OWNER INFORMATION (Type or Print)

Name

Address

City

SALISBURY

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on drivers side

1LNHMB2W2XY

Make

LINCOLN

1999

Model

TOWN CAR

Model Year

1999

Date Purchased

7-13-99

Dealer's Name and Telephone Number

PRESTON LINCOLN + MERCURY

Engine:

No. Cylinders

8

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City

EASTON

State

MD

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1

AUTOMATIC

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

6000

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: DOTM9ABC036)

☐ 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).

WHEN THE VEHICLE WAS STARTED THE BRAKE PEDAL WENT TO THE FLOOR WHEN TAPPED. THE CONSUMER ALSO STATED WHEN THE BRAKES WERE APPLIED THE VEHICLE SHOOK. *NLM

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 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.

When starting this car first thing in the morning, when applying pressure to the brake pedal, the pedal goes to the floor, without pumping brake pedal I don't have brakes. New Master Cylinder was installed. Still have the same problem. ~~ended~~ ended up with 4 new cylinders installed. I have had ten sets of rotors & pads installed. Still the same ~~problem~~ problem. I have 58,000 miles on this car. I have had this problem since 6,000 miles. They would see me coming & they would send someone to Parts Dept to get rotors & pads before they would even say "Hello". One particular time, rotors & pads lasted a week. They weren't worn out, they just ~~didn't~~ didn't operate like they should.

May, I went to Myrtle Beach South Carolina, I almost was involved in an accident. I had to take to the side of the highway. I have tried to have a field representative to come down here & give these mechanics some ideas on what is wrong with car, to no avail.

An automobile that costs as much as this Lincoln Towncar should have good brakes. If you need work orders I can get them for you.

Phone [redacted]

[redacted]
Salisbury Md [redacted]