



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-3-DOT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

2003 MAR 24 PM 12:07

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_lr \_\_\_\_\_

Reference No.

10012288

## OWNER INFORMATION (Type or Print)

Name

Street

City

State

Apt. No.

Zip Code

Daytime 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 03/06/03

## PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 1LNHM8SW71Y621687		Make LINCOLN	Model TOWN CAR	Year 01
Purchased Date 10/00	Dealer's Name Perillo Lincoln Mercury		Engine Size (CID/CCL)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City Chicago	State IL	Zip Code	No. Cylinders
Manufacturer Date (on driver's door or pillar) Ascertained from Dealer	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorcoil <input type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruses Control <input type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		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		

## FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) TRANSMISSION	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input type="checkbox"/> No
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## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
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

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured N/A	Number of Fatalities N/A	Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No N/A
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

From the date of purchase, I have experienced problems with the slipping of the transmission. I have complained to the dealer (Perillo Lincoln Mercury Chicago) on a number of occasions and have taken the car in for inspection. The car was part of the machine and test driven. In addition, the logs were not tightened when I initially purchased the car and would have resulted in the tires coming off. I took the car for inspection and the logs were tightened. Please see attached letters. The car has had a number of ~~issues~~ and has eventually

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7862

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

Broken down on me and quite often will cut off on me while driving. The problems persist and are documented on the attached invoices. The problems range from Engine to transmission to other mechanical problems. I am not a mechanic so perhaps the invoices will give you insight as to the descriptions. I spent a considerable amount of money on this car for it to be giving me these number of problems and to be breaking down. If further information is needed please contact. Thanking you in advance for your consideration.

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



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 NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NSA-10.01 400 7th Street, SW Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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

www.nhtsa.dot.gov/hotline

February 01, 2003

[REDACTED]  
Country Club Hills, IL [REDACTED]  
[REDACTED]

Mr. Darryl Hazel  
Ford Motor Customer Relations Office  
16800 Executive Plaza Drive  
P.O. Box 6248  
Dearborn, MI 48121

Dear Mr. Hazel:

I seldom write letters of complaints and have come to expect a high degree of judgment and integrity from the Ford Motor Company. It was therefore surprising as it was distressing when the Town Car I purchased broke down. I am a senior citizen and have waited many years to purchase my dream car. Not any car, but the top of the line Town Car-Cartier. It was a major purchase with a significant amount of money that I invested. That is why it is shocking to see such an investment blow up in my face when the vehicle broke down. I want my money to be refunded.

Here are the facts:

When I purchased the car the speedometer read 00 miles. I believed that I was purchasing a brand new car from the Perillo Lincoln Mercury dealership. As such, I did not anticipate the initial problems I experienced with the new car. I phoned the dealership two days after initial purchase and complained about the slipping of the transmission and a very loud rattling noise coming from under the hood. Their reply was "it's a new car and there should be nothing wrong with it." I drove the car the next day and the noise got louder. I was near the dealer and phoned about the car and asked if I could bring it in (my daughter and I), because I was very far from my home. The service departments' reply was that "they were closing and to bring it back tomorrow. Nonetheless, I stopped at a full service gas station to inquire about the noise. A mechanic looked under the hood and listened to the noise only to find out that the lugs were loose and in the process of coming off. He informed me that I was lucky that the front tires did not come off. I was upset. I took the car to the dealer the next day and informed them of what happened. Perillo Mercury serviced the car and assured me that everything was o.k..

The slipping of the transmission persisted, so I took the car back to the dealer the next week. The service department took it on a test run-which service records will show-and assured me everything was o.k. Everything was not o.k., the car broke down on me in a very dangerous neighborhood while on my way to church. It was quite distressing to me as I am a senior and can ill afford to have inconveniences as such happen to me so far

away from home. Equally, I was humiliated to have such an investment go down the drain. The car has persisted in giving me problems ever since. Including but not limited to not starting and cutting off while on the highway. Please see some of the attached service invoices. It seems to me that the car has no more life, and the continuous mounting problems have taken a toll on me. I feel like a fool. It is my belief that a snow balls effect has started to happen. When one thing breaks down, it 's only a matter of time before everything breaks down. I thought American cars were the best made. I've recently been informed of what the acronym FORD stands for and only pray there is no truth to it.

I see a considerable amount of seniors driving your luxury cars and would like to know if I'm the only one having problems like these. I am upset and did not anticipate spending such a considerable amount of time at a dealership constantly fixing what I thought to be a very fine manufactured car. I am no mechanic but it is unsettling to me how much fixing of this car has taken place and seems will continue. I am a senior and I look forward to having an active lifestyle and not being handicapped by having to catch a ride with others or wait until they pick me up. Well, I am back to catching rides with others. I wonder did I purchase a lemon. Moreover, I would like a refund.

Sincerely,  


Enclosures

CC

National Highway Traffic Safety Administration  
Attorney General of Illinois  
Better Business Bureau

**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).**