



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 2003 MAY 7 PM 10:56
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1774

Date Received
7 PM 10:56
Repository
Reference No.
10015232

OWNER INFORMATION (Type or Print)

Name [Redacted] Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Address [Redacted]
City HENDERSON State NY Zip Code [Redacted] Evening Telephone Number [Redacted]

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 5/7/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at front of windshield on driver's side)
1LNH87A91Y689795
Make LINCOLN Model LINCOLN LS Model Year 2001
Date Purchased _____ Dealer's Name and Telephone Number SIGNATURE LINCOLN MERCURY 702 457 0321 Engine: No. Cylinders 8 Fuel Type: GAS
Original Owner Dealer's City LAS VEGAS State NV Zip Code 89104
Transmission Type Auto Antilock Brakes Powertrain _____ Vehicle Component Code 061000 ENGINE AND ENGINE COOLING:ENGINE
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 2-28-03 Failure Mileage 18,900 - 18,200 Failure Speed 0-13 MPH

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: DOTM19A8C036) 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 ENGINE STALLED WITHOUT WARNING. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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)

ENGINE QUITS AT LOW ACCELERATION ~~FOR~~ WITH NO WARNING, THIS HAS OCCURRED ON THREE OCCASIONS CAUSING SEVERE STRESS ON DRIVER, ESPECIALLY IF TRAFFIC IS APPROACHING AT HIGH SPEED. DEALER HAS KEPT CAR AND HAS FOUND NO SOLUTION TO PROBLEM AS OF THIS DATE. A FLIGHT RECORDER HAS BEEN INSTALLED IN VEHICLE AND I WAS INSTRUCTED TO PUSH BUTTON WHEN ENGINE STALLS. I MUST ALSO POINT OUT THAT THE ENGINE WAS STALLING AT STOP LIGHTS BUT THEN IT STARTED TO STALL AT LOW SPEED DUE TO TRAFFIC ON FREEWAYS. I MUST ALSO TELL YOU DEALER KEPT CAR FOR TWO DAYS AND PROBLEM DID NOT OCCUR. THEY PUT APPROX 200 MILES ON VEHICLE. I AM ENCLOSE A COPY OF TECHNICAL SERVICE BULLETIN GIVEN TO ME BY SIGNATURE LINCOLN MERCURY FROM FORD MOTOR. I FEEL I SHOULD BE RELEASED FROM LEASE OBLIGATION WHICH ENDS IN OCT. 2003 AT NO CHARGE. AS I FEEL THIS VEHICLE IS DANGEROUS

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, NVS-216 400 7th Street Washington, DC 20590



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) 2 DOT



U.S. Department of Transportation National Highway Traffic Safety Administration www.safercar.gov



SECTION 310-01 FOR INFORMATION ON REMOVAL AND INSTALLATION OF THE JPM AND FDM.

16581

2000-2002 LINCOLN LS & 2002 THUNDERBIRD- INTERMITTENT ENGINE QUIT ON
DECEL/ TOPS/TURNSOME 2000-2002 LINCOLN LS & 2002 THUNDERBIRD VEHICLES MAY EXHIB
INTERMITTENT ENGINE QUIT CONDITION. THEENGINE QUIT MAY OCCUR ON
DECELERATION, LOW SPEED/PARKING LOT MANEUVERS OR AGGRESSIVE BRAKING. THE
CONDITION MAY NOT BE EASILY DUPLICATED, TYPICALLY NO DTCS WILL BE PRESENT AND
THE ENGINE WILL START NORMALLY AFTER THEEVENT. THIS IS UNDER INVESTIGATION
FOLLOWING THE QUICK SERVICE FIX PROCESS.UNTIL ROOT CAUSE IS DETERMINED,
PLEASE FOLLOW NORMAL PC/ED MANUAL DIAGNOSTICS AND SUBMIT EDSR'S.

607-100 - Idle

TECHNICAL SERVICE BULLETINS

03-03-05

2000-2003 VARIOUS VEHICLES - DRIVEABILITY - IDLE AIR CONTROL (IAC) VALVE
DIAGNOSTIC SERVICE TIPS

03-03-05

2000-2003 VARIOUS VEHICLES - DRIVEABILITY - IDLE AIR CONTROL (IAC) VALVE
DIAGNOSTIC SERVICE TIPS

SPECIAL SERVICE MESSAGES

12895

2000-2001 LINCOLN LS - LOOSE BATTERY CONNECTION
SOME 2000-2001 LINCOLN LS MAY EXHIBIT A HARD START/NO START CONDITION AND A
DIAGNOSTIC TROUBLE CODE (DTC) B1676 AND DTC 1676 (BATTERY VOLTAGE OUT OF
RANGE) IN SEVERAL MODULES (REM, IVD, ABS, PTEC, DATC, DDM, TEM, HEC). THIS
MAY BE CAUSED BY A LOOSE GROUND CONNECTION OR LOOSE BATTERY + CONNECTION.
THE FOLLOWING IS A LIST OF CONNECTIONS THAT SHOULD BE CHECKED FOR THE ABOVE
CONCERN: 1) GROUND LOCATED BEHIND THE RIGHT HEADLAMP, GROUND: LOCATED IN THE
ENGINE COMPARTMENT NEAR THE PTEC MODULE (RIGHT REAR OF ENGINE COMPARTMENT),
GROUND NEAR THE RIGHT TAILLAMP. 2) BATTERY POSITIVE CONNECTION AT THE
SECONDARY JUNCTION BLOCK (SJB). THE SJB IS LOCATED ON THE LEFT SIDE OF THE
ENGINE COMPARTMENT BULKHEAD ON THE INTERIOR SIDE (THE CARPET MUST BE PULLED
BACK TO CHECK THIS CONNECTION).

15426

WRONG IDENTIFICATION OF VEHICLE WHILE USING WDS
WHEN USING WDS TO DIAGNOSE DRIVEABILITY CONDITIONS, THE VEHICLE
IDENTIFICATION MAY DISPLAY DIFFERENTLY FROM THE ACTUAL VEHICLE BEING
DIAGNOSED. FOR EXAMPLE, A 2002 RANGER MAY DISPLAY AS A 2000 SCORPIO. THIS
MAY BE AN INDICATION OF AN 'AFTERMARKET PERFORMANCE DEVICE'/'CHIP' WHICH IS
LOCATED ON THE BACK OF THE PCM. VERIFY THAT THIS 'CHIP' IS NOT PRESENT PRIOR

VIN: 1LNHM7A91Y639108; PAGE #4