



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 109972

Date Received

2003 MAY 27 AM 9:39
24-APR-2003

Repository

Reference No.
10017531

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BLOOMFIELD HILLS State: MI Zip Code: [Redacted]

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

Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

Make LINCOLN	Model TOWN CAR	Model Year 1995
Date Purchased 8-31-95	Dealer's Name and Telephone Number Bob Borst, L-M (248) 643-6600	Engine: No. Cylinders 8
Original Owner KX	Dealer's City TROY	Fuel Type: Gas
State MI	Zip Code 48064	
Transmission Type <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	Powertrain 4.6L EFI V8 Elec. Auto O/D	Vehicle Component Code 034530 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS
<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 24-APR-2003	Failure Mileage	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Recall	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), condition, and injury(ies).

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 FRONT ROTORS WERE REPLACED TWICE, AND THERE WAS STILL A PROBLEM WITH THE BRAKING SYSTEM NOT WORKING EFFECTIVELY.
*JB

PLEASE SEE ATTACHED REPORTS AND DOCUMENTATION

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

SUPPLEMENTAL ATTACHMENT

TO: U.S. Department of Transportation

RE: National Highway Traffic Safety Administration
Reference No. 10017531From: [REDACTED]
Bloomfield Hills, MI [REDACTED]SUMMARY

Premature front brake rotor failure (at 29,134 miles) and rear brake line failure (at 47,931 miles) on our 1995 Lincoln Town Car is evidence of unsatisfactory brake system design that should be investigated to protect against the possible loss of innocent lives.

BACKGROUND

1995 Lincoln Town Car (VIN - 1LNLM81W8SY763614) is my wife's car. She leased the car new and purchased it at lease end. We have been going to Bob Borst Lincoln-Mercury for all service work (except brake linings installed at 29,134 miles). The car has only been driven about 7,000 miles per year (locally) and is kept in an enclosed garage when not driven.

On August 31, 1999, at 29,134 miles, Bob Borst L-M advised us that the car needed front brake linings (only). We also took the car to Midas for an inspection. Midas confirmed the need for front brake linings, but also advised us of the need for front brake rotors because the thickness of our rotors were measured at .968 versus the required factory specification minimum of .974 (see attachment). We had Midas install brake linings only and returned the car to Bob Borst L-M to inspect the front brake rotors since the car was still under warranty. When Bob Borst L-M confirmed Midas's findings a Ford Factory Service Representative was called in to inspect the car. He authorized front brake rotor replacement, under warranty, at 29,134.

On April 17, 2003, at 47,931 miles, my wife's brake warning light would not turn off. The car was taken to Bob Borst L-M, and after inspection, we were told that the rear brake lines had rusted out resulting in brake fluid loss. We were also told the car again needed to have the front brake rotors and linings replaced (both were previously replaced at 29,134 miles). We authorized the brake line repair only (since the car could not be driven otherwise), and requested the Ford Factory Service Representative again inspect the car. The Ford Factory Service Representative declined any further action.

On May 7, 2003, I called Lincoln Customer Service at Ford Motor Co. regarding this matter. They also declined to take any action.

CONCLUSION

On a car that is driven only 7,000 miles a year and is garaged when not in use, to have front brake rotor failure at 29,134 miles and rear brake line failure at 47,931 miles is important evidence that the brake system design and/or possible use of defective parts and materials should be investigated and action taken to protect against the possible loss of innocent lives.

**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).**