



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 231

Date Received

Repository ☐

08-MAY-2003

2003

June 8 PM 2:28
10019433

OWNER INFORMATION (Type or Print)

Name

Address

City NAPLES

State FL

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 an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 7/7/03

VEHICLE INFORMATION

Make

LINCOLN

Model

TOWN CAR

Model Year

1998

Date Purchased

5/2002

Dealer's Name and Telephone Number

HAUKINSON FORD 708 599 6000

Engine:

No. Cylinders

8

Fuel Type:

GAS

Original Owner

Dealer's City

OAK LAWN

State

IL

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

021500 SUSPENSION:FRONT:CONTROL ARM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

4/13/03

Failure Mileage

84000

Failure Speed

05 mph

FRONT CONTROL ARM FAILED, LOSING FRONT WHEEL

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: DOTM15AB036)

☐ 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

0

Number of Deaths

0

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 replaced or repaired (and if old part is available).

WHILE DRIVING, THE CONSUMER HEARD THE FRONT OF THE VEHICLE SQUEAKING. THE TECHNICIAN STATED THE FRONT CONTROL ARM NEEDED TO BE REPLACED. *JB

- ① VEHICLE RETURNED TO HAUKINSON TWICE RIGHT AFTER IT WAS PURCHASED RESULT - STEERING "STOPS" WERE GREASED.
- ② IN FLORIDA GERMAIN LINCOLN DETERMINED IT NEEDED PARTS 12/02 BUT THEY ARE BACK ORDERED AT FORD (SUPPOSIDLY)
- ③ FORD EXEC OFFICES WERE CALLED. BLAIN YOUNG SAID NO CONTROL ARMS CAN BE RELEASED BECAUSE NONE PASS SAFETY STANDARDS.
- ④ APRIL 13 2002 FRONT CONTROL ARM FAILS ENROUTE FROM FLA. TO CHICAGO
- ⑤ APRIL 15 PARTS ARRIVE (ALWAYS AVAILABLE) MAY 1 SQUEAK RETURNS

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.

PARTS COVERED BY FORD WARRANTY. / SERVICE WRITER AT GERMAIN 2 M IN NAPLES FLA. PARTS WERE ALWAYS AVAILABLE. / SAID 20 OTHERS WAITING PARTS ALSO

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

THIS FAILURE IS A KNOWN FORD DEFECT SINCE THEY CLAIM THE NEW PARTS WON'T PASS SAFETY ENGINEERING STANDARDS. BLAIN YOUNG SAID FORD WAS NOT MAKING THE PARTS UNTIL 4-15-02 AT THE EARLIEST. THEREFORE THERE WAS NO SAFE PARTS AVAILABLE WHEN HE ORDERED HIS AND L-M ORDERED PART 4-14-02. UNSAFE PARTS WERE INSTALLED. THE SQUEEING THAT WAS THERE RIGHT AFTER PURCHASING THE VEHICLE WHEN THE PROBLEM STARTED RETURNED WITHIN A WEEK, FORD INSTALLED DANGEROUS PARTS, AND WON'T FIX THE PROBLEM WITH SAFE PARTS.

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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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

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