



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

(1-888-327-4234)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

24-JUN-2003

Repository ☐

Reference No.
10024791

OWNER INFORMATION (Type or Print)

Name

Address

City

COMFORT

State TX

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES

In the absence of a signature of owner, your name or address to the vehicle manufacturer.

Signature of Owner

Date 07/08/03

VEHICLE INFORMATION

Make

LINCOLN

Model

TOWN CAR

Model Year

1997

Date Purchased

Feb 99

Dealer's Name and Telephone Number

Ken Batebelor Cadillac

Engine

No. Cylinders

8

Fuel Type:

gas

Original Owner

☐ No

Dealer's City

Santa Antonio

State

TX

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

rear wheel drive

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-JUN-2003

Failure Mileage

115,000

Failure Speed

70-75MPH

Intake manifold (plastic)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

The Size (Example P215/55R15)

DOT No. (Example: DOTM15ABC036)

☐ 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), 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;

ie, parts repaired or replaced (used if old part is available).

CONSUMER STATED THAT WHILE DRIVING AND WITHOUT WARNING THE MERG-CASSET BLEW OUT, CAUSING COOLANT FLUID TO LEAK.

DEALER NOTIFIED. *AK

Intake manifold

Repair invoice and letter to Ford Motor Co. detail safety concerns, with emphasis on Senior Citizens on the road who may experience this type of disablement, especially remote + country locales. It is obvious Ford has recalled + replaced plastic intake manifolds on select Ford products for safety concerns.

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.

July 1, 2003

200 JUL 25 AM 8:27

Mr. William C. Ford, Jr., President
Mr. Darryl B. Hazel, Vice President
16800 Executive Plaza Drive
PO Box 6248
Dearborn, MI 48121

Gentlemen:

Greeting from the Texas Hill Country and our hearty congratulations on your showing for your new F150 truck. Personally, I found your new product very comfortable, roomy, and sure to be a success when it is released.

As tempting as the opportunity may have been to approach you personally at the show I felt it was not appropriate to do so in that situation. First of all, I wish for you to understand that I am a long time Ford owner and am satisfied with your truck line as well as my current 97 Lincoln Town Car Cartier. My plan is to maintain that car and expect it to provide good service for many more miles. I did however encounter a problem recently that is surprising and beyond normal maintenance and I think Ford should provide relief for costs of repair.

On Sunday morning, May 18, 2003, while on the third day of a vacation trip to New Mexico, my wife and I experienced a very inconvenient disablement of our 1997 Lincoln Town Car Cartier, ID#1LNLM83W9VY666861. We were on I40 west of Albuquerque when the engine lost coolant and had to be shut down in very hot weather on a very desolate country road. Having no other choice, we were able to contact a towing service and was forced to return to Albuquerque to a motel to await contact from a Ford dealership the next morning. Bob Turner Ford, an authorized dealer, in Albuquerque diagnosed the problem as a cracked intake manifold that allowed the coolant to escape. We were also informed by Bob Turner Ford that this intake manifold was a plastic one that the Ford Company had been experimenting with for a period of time, including the period when our Lincoln was built. The dealership also said the Ford Company has since started using a metal manifold due to the number of failures experienced by owners who had the plastic intake manifold.

I was told that Ford did recall only certain vehicles with the defective intake manifold, but did not issue a general recall which, in effect has left the remainder of us owners of Fords with plastic intake manifolds to fend for ourselves and be Guinea pigs in the overall Ford plan of experimentation with their products. I bring this to the attention of anyone who will listen because most owners of these remaining unrecalled products, are senior citizens, often of failing health and living on fixed incomes. As such, these unwelcomed events such as ours could cause serious safety as well as economic concerns and affect sales of Ford products when issues such as this becomes known on a widespread basis.

Economically, we were out over \$1,100.00 for this repair work, plus costs of accommodations in Albuquerque for two nights and the cost of a rental for the day while repairs were being made. In addition, we were forced to abandon a large part of our travel plans and shorten our trip.

Needless to say, our call to your Ford Service Number, 1-800-392-FORD, although courteously received, did not result in a resolution.

I am serious about maintaining my vehicle to ensure maximum longevity. If this were a normal maintenance situation, I would not complain. However, I nor mechanics I have talked to, consider this a maintenance item, but rather a serious fault in the product.

For the above reasons, I hope you will give my letter of concern serious consideration. I look forward to your favorable response in the near future.

Respectfully,

[REDACTED]
Comfort, Tx
[REDACTED]

**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).**