



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 1358

Date Received

Repository

2003 OCT 24 PM 1:45
09-JUL-2003

Reference No.
10026864

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

Evening Telephone Number

City

SLIDELL

State

LA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 7/24/03

VEHICLE INFORMATION

[Redacted]

Make
LINCOLN

Model
TOWN CAR

Model Year
1995

Date Purchased
5-21-96

Dealer's Name and Telephone Number
DUB HERRING FORD, INC. 601-799-8682

Engine: 4.6 LTR.
No. Cylinders
V-8

Fuel Type:
GAS
REG.

Original Owner
WOP

Dealer's City
PICAYUNE, MISS 39466

State

Zip Code

Transmission Type
3 SPEED
OVERDRIVE

Antilock Brakes
 Cruise Control

Powertrain

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC-ANTILOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
04-JUL-2003

Failure Mileage
63,000

Failure Speed
42 MPH.

ANTI LOCK BRAKES

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: 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), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

2

Y

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 (e.g., parts repaired or replaced (and if old part is available)).

CONSUMER STATED THAT WHILE DRIVING AND WITHOUT WARNING ABS FAILED, CAUSING THE PEDAL TO GO TO THE FLOOR AND AN ACCIDENT. DEALER NOTIFIED. *AK of've had a history of bad brakes with this car since I've had it. I've taken it in for repairs 3 times + each time it has come back to me in the same condition. The brakes will kick back make a loud noise, then go to the floor (no brakes)! On the Hwy (July 1st) car #1 gave a sudden signal to make a left turn. I hit my brakes they kicked back & went to the floor I could not stop and several to the right as I would not hit them directly in the back. This does not happen all the time very unpredictable.

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)

Shield Ford Lincoln Mercury did not follow the guidelines or replacement required by Ford Motor Co. Furthermore, may be due to the mileage, should have been covered under the bumper to bumper warranty coverage.

Spoke with representatives of Ford Motor Company, home office and established the fact that Shield Ford Lincoln Mercury did not follow or go by the bulletin procedure for correcting this problem. And should not have been charged \$800.00 dollars for the work performed and not corrected.

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



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, SW Washington, DC 20590



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DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline (DASH) 2 DOT



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