



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 1368

Date Received

Repository ☐

2003 AUG 7 PM 10:25  
17-JUL-2003

Reference No.  
10029577

**OWNER INFORMATION (Type or Print)**

Name

Address

City

BOLINGBROOK

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA  
in the absence of an owner  
Signature of Owner

Are you the manufacturer of your vehicle? ☐ YES ☒ NO  
your name or address to the vehicle manufacturer.  
Date 7/31/03

**VEHICLE INFORMATION**

Make  
LINCOLN

Model  
TOWN CAR

Model Year  
2003

Date Purchased  
9-24-02

Dealer's Name and Telephone Number  
NAPLETONS LINCOLN MURKIN (847) 825-0770

Engine:  
No. Cylinders

Fuel Type:  
UNLEADED

Original Owner  
☒

Dealer's City  
DARK RIDGE, ILLINOIS

State

Zip Code  
60068

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

176100 LATCHES/LOCKS/LINKAGES:HOOD:LATCH

Automatic

☐ Cruise Control

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
13-JUL-2003

Failure Mileage  
45,000

Failure Speed  
60-65 MPH

VEHICLES HOOD SUDDENLY OPENED ON THE HIGHWAY  
WHILE DRIVING

**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: D0THAL9ABC036)

☐ 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

0

0

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).

CONSUMER STATED THAT WHILE DRIVING AND WITHOUT WARNING THE HOOD LATCH SNAPPED. DEALER NOTIFIED. \*AK

DEALER DON'T WANT TO CLAIM RESPONSIBILITY FOR MALFUNCTION/DEFECT -

CLAIMED THROUGH INSURANCE COMPANY

NORTHLAND INSURANCE CO. P.  
1245 NORTHLAND DRIVE  
MINNETONKA, MINN 55120

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.

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

WHILE DRIVING ON THE HIGHWAY THE HOOD OF THE VEHICLE  
SUDDENLY OPENED SMASHING THE WINDSHIELD AND DAMAGING  
THE ROOF. A FRIEND OF MINE HAD THE SAME CASE HAPPEN TO  
HIM ON A 2003 LINCOLN TOWNCAR 5 MONTHS EARLIER.

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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 79173 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, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**  
**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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<http://www.safercar.gov>