



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-800-DASH-2-DOT
(1-800-422-4334)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

05-SEP-2003
2003 NOV 24

Repository ☐

Reference No.
100-2-23

OWNER INFORMATION (Type or Print)

Name

Address

City

LANE GEORGE

State

NY

Zip Code

Business 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 ☒ NO
(In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.)
Signature of Owner _____ Date _____

VEHICLE INFORMATION

TYPE OF VEHICLE (Passenger car, truck, bus, etc.)

MAKE

LINCOLN

MODEL

TOWN CAR

Model Year

1998

1LNFM82W2WY730291

Date Purchased

1999

Dealer's Name and Telephone Number

Barnett Auto Sales

Engine:

No. Cylinders

8

Fuel Type:

Gas

Original Owner

Dealer's City

Schenectady

Zip Code

NY 12305

Transmission Type

☒ Automatic

Powertrain

☐ Cruise Control

Vehicle Component Code

DISCSD STEERING-HYDRAULIC POWER ASSIST SYSTEM

Multiple Failure: 1

FAILURE COMPONENT(S) / PART(S) INFORMATION

Incident Date(s)

01-SEP-2003

Failure Mileage

9000

Failure Speed

BRAKE ROTORS ON ALL FOUR
WHEELS WARPED

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: DOT301BAC1335)

☐ Original Equipment

Failure Location:

Vehicle 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, including location and time.)

Cash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No ☐ Yes ☒ No

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.
(a) parts repaired or replaced (and if not, part is available).

WHEN BRAKING STEERING WHEEL WOULD PULL HARD TO THE RIGHT. THIS MADE IT HARD FOR THE DRIVER TO MAINTAIN CONTROL OF VEHICLE. *AS MY BRAKE PROBLEM STARTED AT ABOUT 73,000 MILES ON THE ODOMETER, ON MY WAY TO FLA

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.
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 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 a recall, notice of recall or litigation against a manufacturer, your responses, or a statement made by you, may be used in support of the agency's action.

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I HAVE JUST FOUND ADDITIONAL
INFORMATION TO JUSTIFY MY
CLAIM THAT FORD SPEAKS WITH
"FORK TONGUE." THE LINCOLN TOWN CAR
WHICH I OWN IS WARRANTED FOR
5 YEARS OR 50,000 MILES, PLUS AN
EXTENDED WARRANTY FOR UP TO
75,000 MILES FOR UNUSUAL PRODUCT
PROBLEMS WHICH IS WHAT MY CAR
HAS BEEN SHOWING (BRAKE FAILURE)
IN U.S. NEWS AND WORLD REPORT
THE WRITER FOR THEM RICHARD J. NEWMAN
WROTE AN ARTICLE ABOUT FORD,
THAT THEY WOULD GO TO 75,000
MILES FOR AGAIN I SAY UNUSUAL
PRODUCT PROBLEMS, AND I FEEL
THAT FORD SHOULD REPAIR
MY CAR AT NO CHARGE. I
OWN AND DRIVE A UNSAFE
AUTO, IT'S LUCKY THAT I HAVE
NOT BEEN IN A SERIOUS ACCIDENT
AND NOT CAUSED A FATALITY.

Why doesn't FORD tell its
DEALERS (LIKE WALLACE IN FLA)
THAT IF THERE ARE UNSAT
PROBLEMS (LIKE BRAKES IN MY CASE)
FOR THE DEALER to Contact
FORD Motors instead of
SENDING ME on my way
with a STATEMENT AS
FOLLOWS "THIS STATEMENT
WAS MADE to ME BY
THE SERVICE MGR WHEN
MY CAR HAD 62,995 miles

"BRING THE CAR IN WHEN
IT'S RAINING"
COPY OF R.O. ENCLOSED

AGAIN I STATE I DIDN'T
HAVE A SERIOUS ACCIDENT
BUT COULD HAVE"

I FEEL THAT THE
DEALERS HAVE NOT
BEEN TRAINED BY FORD
MOTOR'S TO HANDLE
THE UNUSAL BRAKE
PROBLEMS THAT I
HAVE BEEN HAVING!
DO YOU NOT AGREE

Yours truly



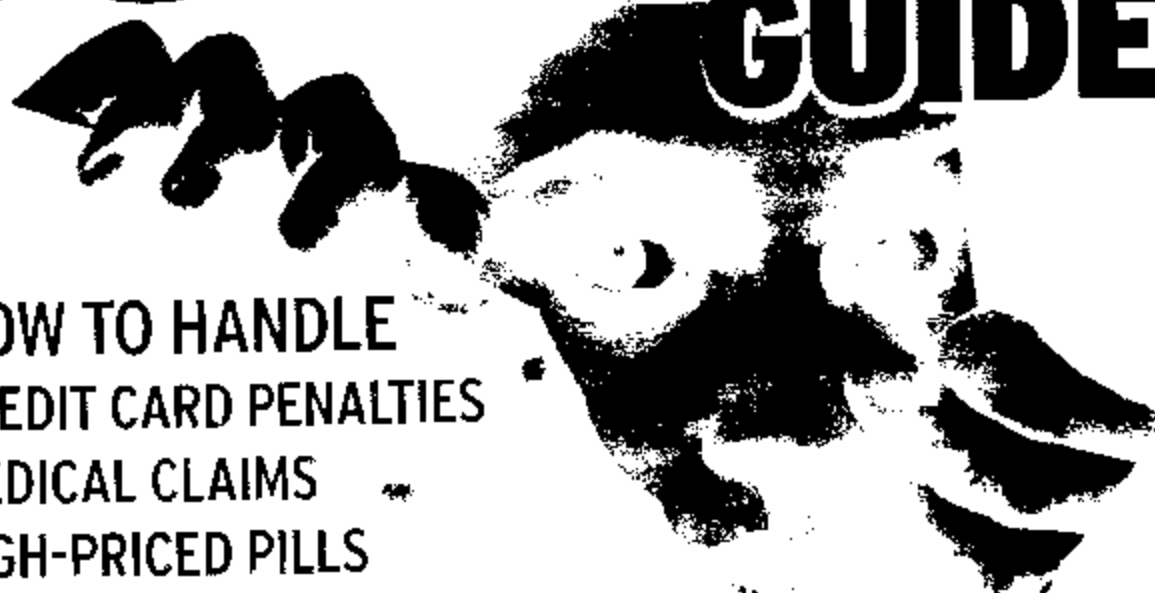
U.S. News

& WORLD REPORT

THE ULTIMATE CONSUMER SURVIVAL GUIDE

HOW TO HANDLE

- CREDIT CARD PENALTIES
- MEDICAL CLAIMS
- HIGH-PRICED PILLS
- CELLPHONE RIP-OFFS
- CANCELED FLIGHTS
- RENTAL CAR SURCHARGES
- AND MUCH MORE...



LAKE GEORGE NY

TRUE STORY. The day Ohan Antebian drove his new \$28,000 Nissan Maxima off the lot last summer, the steering wheel began shaking violently. After three trips to the shop, the dealer fingered faulty tires; he'd have to call the tire maker for help. Then, the left-side speakers on the Bose audio system—which Antebian paid extra for—went dead. The dealer would replace the system only with a refurbished unit. Fed up, Antebian called Nissan directly. That was just as frustrating. "The dealer's trying to blame Nissan," he complains. "Nissan is trying to blame the dealer."

WHAT'S UP. The quality of cars is improving, but behind the scenes, carmakers are tightening rules for warranty repairs they'll reimburse dealers for. And price wars have forced them to use cheaper components.

BATTLE PLAN. Virtually every manufacturer has a program to fix problems at no charge for repeat, profitable, or just plain squeaky customers—even post-warranty. A carmaker's 800 number, usually posted on its Web site, is a start. The Internet can help determine if

that thump under the floor is a universal defect or your own personal goblin. In addition to checking chat rooms, you can find every manufacturer service bulletin—guidelines to dealers on how to fix known problems—at the National Highway Traffic Safety Administration site: www-odt.nhtsa.dot.gov/cars/problems/tsb/tsbsearch.cfm. Bulletin 03017 acknowledged one of

Antebian's issues: "2002-2003 Maxima; left side speakers inoperative (Bose system)." Pointing to such alerts can make a dealer and manufacturer more sympathetic. If not, launch your own campaign. "When you start saying, 'I'm going to complain over the Internet,'" advises Karl Brauer of car-research site Edmunds.com, "manufacturers pay attention real quick."

BOSS TIP. Carmakers can extend a warranty for unusual problems. Ford Motor Co. documents obtained by the Center for Auto Safety, an advocacy group in Washington, D.C., note that Ford can approve "goodwill assistance" for Lincoln with fewer than 75,000 miles, even though the warranty covers 50,000. But hey—keep it to yourself. —Richard J. Neumann



TRUE STORY. Three times, Elliot Becker of Becondido, Calif., leapt at the chance to choose a new electric company. Like many Californians, he hoped he could benefit from lower—or at least stable—rates when the state allowed electric com-

panies to compete in 2000. The first company dropped Becker because of a computer error that was never fully explained. The second backed out of doing business in California before his service began. Undeterred, Becker in January

2001 chose Green Mountain Energy—which announced early this year that it, too, would exit the residential power business in the Golden State. Not only has Becker been forced back to his old utility, San Diego Gas & Electric, but he is being hit

with the same surcharges that all California residents now pay because of the costs the state incurred to clean up the mess caused by energy deregulation. "There is no more choice," Becker laments, "and consumers in California

**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).**