



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 100161

Date Received: 2003 NOV 18
14-OCT-2003
Repository:
Reference No: 10042834

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: CHESTNUT HILL State: MA Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: [REDACTED] YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1LNLM8ZWX1837484
Make: LINCOLN Model: TOWN CAR Model Year: 1998
Date Purchased: 10/98 Dealer's Name and Telephone Number: OWENS MORNS 781 326 7000 Engine: No. Cylinders: 8 Fuel Type: GAS
Original Owner: Dealer's City: DEDHAM MA State: MA Zip Code: 02026
Transmission Type: AUTO Antilock Brakes: Powertrain: 4-1/2 Rear Wheel
Cruise Control:
Vehicle Component Code: 034200 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 07-OCT-2003 Failure Mileage: 56000 Failure Speed: 5 ONE BOTH FRONT TO REAR 3/4 LINES

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTMABABC036): [REDACTED] Original Equipment Prior Repair: Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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

VEHICLE LOST BRAKE POWER WHILE DRIVING 5 TO 10 MPH. BRAKE LINE WAS CORRODED. DEALER RECOMMENDED REPLACING ALL LINES.
*AK

CLOSE TO CRASH, FORTUNATELY WAS ABLE TO OPERATE PARKING BRAKE AT LOW SPEED, ON THESE 4 WHEEL DISK SYSTEM THE PARKING BRAKE IS USELESS ABOVE 15MPH.

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)

CORROSION OF FRONT TO REAR BRAKE LINE (BOTH REPLACED) UNDER LEFT REAR DOOR. ALL OTHER TUBING OK, BUT BOTH 3/16" LINES BADLY PERFORATED, QUITE UNUSUAL FOR A 7YR CAR NOT DRIVEN NORTH OF BOSTON. THE PARKING BRAKES FAILED 6 MONTHS AGO. HAD THIS NOT BEEN DISCOVERED AND REPAIRED I WOULD HAVE BEEN UNABLE TO STOP AT 5MPH. AT HIGHER SPEEDS SERIOUS INJURY TO DRIVER, OR PEDESTRIAN COULD HAVE RESULTED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

NEWTON



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

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