



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received

22-OCT-2003

Repository ☐

Reference No. 42
10044468

OWNER INFORMATION (Type or Print)

Name

Address

City

BAY SHORE

State

NY

Zip Code

Daytime 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 send your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 11/3/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1LNHM83W534613108

Make

LINCOLN

Model

TOWN CAR
Cartier

Model Year

2003

Date Purchased

8/19/02

Dealer's Name and Telephone Number

BRIGHT BAY LINCOLN 631-666-6720

Original Owner

☒

Dealer's City

1174 Sunrise Hwy BAYSHORE

State

N.Y.

Zip Code

11706

Engine:

No. Cylinders

8

Fuel Type:

gas

Transmission Type

automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

001200 FUEL SYSTEM, OTHER: STORAGE: FUEL GAUGE SYSTEM

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-MAY-2003

Failure Mileage

8000

Failure Speed

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: DOTM18ABC038)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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).

FUEL GAUGE READS AMOUNT OF FUEL IMPROPERLY AT EMPTY. THE DEALER STATES THERE IS NO SOLUTION FOR THE PROBLEM. *AK

see attached sheets

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 92-579) 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 administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

11/3/03

Dear Mr. Jiminez,

Here is the information you requested. On May 16th 2003 I took my car in for service and was told there is no fix, no solution to my problem. On May 20th 2003 I called Ford research and spoke to Raj at 800-392-3673, he assured me they should have a fix by the end of May. He gave me a file # 154 2011363.

We are now in November 6 months later and still they cannot correct the problem. I went down to Bright Bay Lincoln where we purchased the vehicle and spoke to the manager Anthony who said would get back to me never did I called again for him to tell me they still cannot fix my car.

On 10/21/03 I called Ford again and spoke to Anita who told me they still cannot fix my car. On 10/22/03 called Ford again spoke to Pearl who said they still cannot correct the problem.

I have been driving my car for 6 months with the electrical electronics display across the dash not working, gas gauge stuck, which means I never know how much gas I have in car, engine light stays on, controls on dash stick the direction gauge is stuck on needs oil Change Now. Seat Belts light flashing saying put seat belt on, when in fact they are on, Miles to empty by gas gauge doesn't work.

I have been driving with no gas gauge and all the other problems listed for 6 months. I have to know how much gas is in my car, I cannot keep guessing & stopping for gas every other day.

I paid alot of money for this car and pay \$ 673.45 a month, I feel they should replace this vehicle and give me something that works.

P.S. Nothing has been done to correct this problem
Thank-You

home
cell