



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 231

Date Received
2003 DEC 24
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Repository
Reference #
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OWNER INFORMATION (Type or Print)

Name
Address
City EVANS State CO Zip Code

Daytime 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 11/27/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LNLM81W6TJ
Make LINCOLN Model TOWN CAR Model Year 1998
Date Purchased 09-22-1999 Dealer's Name and Telephone Number LAKEWOOD FORDLAND 303-232-2200 Engine: No. Cylinders 8 Fuel Type: GAS
Original Owner Dealer's City LAKEWOOD, CO State CO Zip Code 80215-3795
Transmission Type AUTO Antilock Brakes Cruise Control Powertrain Vehicle Component Code 063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-21-03 Failure Mileage 106708 Failure Speed 50 MPH
PLASTIC INTAKE MANIFOLD AND AS A RESULT OF THIS FAILURE - 8 PLATINUM SPARK PLUGS, IGNITION WIRE SET, NEW PLUG WIRES - TUNE ENG

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: DOTM1ABC036) 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 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).

WHILE DRIVING ENGINE OVERHEATED WITH SMOKE AND STEAM ENGULFING THE VEHICLE. UPON INSPECTING THE VEHICLE MECHANIC INDICATED THAT INTAKE MANIFOLD NEEDED REPLACEMENT. *AK

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)

ON OCT 21-03, WALTER SANBURG, HIS WIFE DOROTHY & 2-YEAR OLD GREAT GRAND SON, WERE IN AN I-25 IN DENVER IN EXTREMELY HEAVY TRAFFIC, BASICALLY BUMPER TO BUMPER. HE NOTICED SMOKE AND STEAM COMING FROM UNDER HOOD, AND HEAT GAUGE RISING. COULD NOT STOP WITHOUT CAUSING MULT. CAR ACCIDENT. HAD TO CUT OTHER VEHICLES OFF TO CROSS THREE LANES OF TRAFFIC TO AREA COULD STOP. SMOKE AND STEAM SO BAD COULDN'T SEE. WAITED TWO HOURS FOR LOBECKER, TOWER TO CALL E. ROCK, MECH. - ANIC SAID THE INTAKE MANIFOLD WAS MADE OF PLASTIC INSTEAD OF METAL AND HAD FAILED. COOLING SYSTEM ALSO FAILED DUE TO THE FAILURE OF PLASTIC. MECHANIC SAID THERE WAS A RECALL ON THE DEFECTIVE PART, BUT HE FOUND THE RECALL DIDNT COVER MY VEH. IT COST \$871.55 TO REPAIR. THE HEAT CAUSED BY THE DEFECTIVE PART ALSO CAUSED \$300.55 TO REPLACE WIRING, PLATINUM SPARK PLUGS ETC. THE ONLY THING THAT SAVED THE FAILURE FROM CAUSING INJURY OR FATAL ACCIDENT WAS 31 YEARS OF EXPERIENCE DRIVING. ATTACH ADDITIONAL SHEETS IF NECESSARY

PURSUIT VEHICLES AS A CALIF. STATE PATROL OFFICER, I FEEL EVERY VEH ON THE ROAD WITH THIS DEFECTIVE SYSTEM SHOULD

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

BE RECALLED BEFORE IT CAUSES FATALITIES. W.D. Sanburg



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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

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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