



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 100079

Date Received

2003 JAN -6 AM
03-DEC-2003

Repository ☐

Reference No.
10050138

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SAN ANTONIO State TX Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 [REDACTED] Date 12/19/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LNHM82W13Y603564

Make LINCOLN Model TOWN CAR Model Year 2003

Date Purchased 8-12-03 Dealer's Name and Telephone Number Fiesta Auto Center 210-684-4000 Engine: No. Cylinders 8 Fuel Type: Gas

Original Owner ☒ Dealer's City San Antonio State TX Zip Code 78238

Transmission Type ☒ Automatic Brakes ☒ Powertrain REAR WHEEL DRIVE Vehicle Component Code 176100 LATCHES/LOCKS/LINKAGES: HOOD: LATCH

AUTOMATIC ☒ Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-DEC-2003 Failure Mileage 4750 Failure Speed 70 While driving N on US 93 @ speed limit (70) hood popped open. There were wind gusts from NE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P216/65R15) [REDACTED]

DOT No. (Example: DOTM1ABBC036) ☐ 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).

WHILE DRIVING AT 70 MPH LATCH HOOD POPPED UP, IT PASSED THE WINDSHIELD AND CRUSHED THE ROOF. *AK
70 speed limit

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

This 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.