



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 100078

Date Received

2009 JAN 15 PM 2:11

Repository

Reference No.  
1008210

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: DETROIT State: MI Zip Code: [REDACTED]

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, you will not receive your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 12/23/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 14L1MB1W0R [REDACTED]		Make LINCOLN	Model TOWN CAR	Model Year 1994
Date Purchased 7-22-97	Dealer's Name and Telephone Number Bob Boerst 1-248-643-6600		Engine: No. Cylinders 8	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City Troy, MI	State MI	Zip Code 48064	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain LINKORVW	Vehicle Component Code 22000 SEATS Multiple Failure: 1	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 08-DEC-2008	Failure Mileage 84000	Failure Speed	
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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: DOT1M18ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured N/A	Number of Deaths N/A	Reported to Police N
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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).

FRAME OF THE DRIVER'S SEAT BROKE, MAKING IT UNSAFE TO DRIVE THE VEHICLE. DEALER NOTIFIED. \*AK

Include, if available, Police/Fire Department Report, Photos, and Break Images.

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)

Please Note, Dealer Ship Having ON 10-8-03, In my  
opinion this is the same safety problem that occurred  
with the recall of 2000 Buick Park Avenue and  
Mountainview Vehicles, the 94 hydraulic tower  
car seat belt which attaches the recliner  
to the driver seat and frame have broken  
and could cause the driver's seat to recline  
into the back seat losing control, causing  
injury.



ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 72173 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  
ON

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4236

DOT Auto Safety Hotline  
(DASH 2 DOT)



US Department of Transportation  
National Highway Traffic Safety  
Administration  
www.nhtsa.gov

F. M. Ligon  
Ford Motor Company  
P.O. Box 1804  
Dearborn, Michigan 48121

FO03068

0357

2000 Explorer  
Vehicle ID #:

03S03/03S04

August, 2003

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Ford Motor Company has decided that defects which relate to motor vehicle safety, exist in certain Explorer and Mountaineer vehicles.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

**What are the issues?**

A bolt that attaches the seat recliner mechanism to the driver seat back frame on your vehicle may fracture. If this condition were to occur, you may experience looseness or noise in the seat. In extreme cases the seat back may recline until it makes contact with an object behind the seat or the second row cushion. This could potentially cause you to lose contact with the steering wheel or foot pedals, possibly resulting in a crash.

Also, the speed control on your vehicle may not disengage due to a binding condition between the speed control strand cover and the cable conduit. Drivers may experience a high idle or a condition where it would appear the speed control would not disengage. Braking function is maintained, though brake effectiveness may be reduced and stopping distances may increase, possibly resulting in a crash.

**What will Ford and your dealer do?**

Ford Motor Company will repair your vehicle free of charge (parts and labor).

**For Safety Recall 03S04:** Your dealer will replace the upper bolt (and in some cases, the lower bolt) that attaches the driver seat recliner mechanism to the seat back frame.

**For Safety Recall 03S03:** Your dealer will inspect and, if necessary, replace the speed control cable on your vehicle.

**How long will it take?**

The time needed for these repairs is less than one-half day.



**What are we asking you to do?**

Please call your dealer without delay and ask for a service date for Safety Recalls 03S03 and 03S04. If you do not already have a servicing dealer, you can access [www.qualitycareservice.com](http://www.qualitycareservice.com) for dealer addresses, maps, and driving instructions.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Have you previously paid for this repair?**

If you paid to remedy the issues addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

**Have you changed your address or sold the vehicle?**

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this safety recall.

**Can we assist you further?**

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Ford Call 1-866-436-7332

1-800-232-5952 (TDD for the hearing impaired.)

Office Hours: (Eastern Time Zone)

Monday - Friday: 8AM - 11PM

Saturday: 8AM - 6PM

If you wish to contact us through the Internet, our address is:  
[www.ownerconnection.com](http://www.ownerconnection.com)

If you are still having trouble getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon  
Director  
Service Engineering Operations

**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).**