



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 252

Date Received

Repository ☐

204 FEB 19 PM 2:23
08-DEC-2003

Reference No.

10050252

OWNER INFORMATION (Type or Print)

Name

Address

City

BIRMINGHAM

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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 12/20/03

VEHICLE INFORMATION

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

1JNFM83W1W

Make

LINCOLN

Model

TOWN CAR

Model Year

1998

Date Purchased

Dealer's Name and Telephone Number

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

010000 STEERING

☒ Cruise Control

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-DEC-2003

Failure Mileage

90,000 mi

Failure Speed

0

PBSB-15607-AC
TRANSPONDER HARNESS WAS DESIGNED 10MM
TO SHORT IN AN ENGINEERING ERROR. ONE OF
THE 4 WIRES BROKE OFF - WIRE COLOR RED/BLACK.

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: DOTM1A8ABC036)

☐ 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 STARTING THE VEHICLE DRIVER TILTED THE STEERING WHEEL CAUSING THE WIRE HARNESS TO BREAK OFF. CONSUMER HAD THE VEHICLE TOWED TO THE DEALER FOR ANALYSIS, AND THE MECHANIC REPLACED TRANSPONDER HARNESS. *AK

THE CAR WOULD NOT START DUE TO THE WIRE BREAKING OFF. DEALER
REPLACED TRANSPONDER/HARNESS ASSY. WITH LONGER HARNESS TYPE 15607-AC
AS REQUIRED BY TSBS 13442, 8269, AND 0162. OLD PART IS AVAILABLE.

THIS COULD HAVE HAPPENED ANY TIME ANYWHERE. I COULD HAVE BEEN STRANDED
IN A SNOW STORM, IN THE DESERT, OR ON AN EXPRESSWAY WHERE THE CAR
COULD BE STUCK IN THE REAR WITH A MASSIVE FIRE. THIS IS A SAFETY
ITEM THAT MUST BE CAMPAIGNED. PLEASE REQUEST CAMPAIGN.

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.

WIRE BROKE OFF AT CONNECTOR
AT BOTTOM OF STEERING
COLUMN. SEE ATTACHED

FEB 58-15607-AC

FOR TRANSMISSION

CANADA

TRANSMISSION
AT IGNITION
SWITCH

SIEMENS
MADE IN MEXICO

1000

BROKEN
WIRE
(SEE PAGE 1)

TOP OF STEERING COLUMN

RIGHT OF COLUMN

BROKEN WIRE AT RIGHT

Francisco Codina
16800 Executive Plaza Drive
PO Box 6248
Dearborn, Michigan 48121

October 17, 2003

Per the call this morning from your office, Ford is not doing anything for me. This leaves me paying for the correction of a Ford engineering error. This is totally not acceptable. The miles on the car has nothing to do with this problem. When the steering wheel is tilted x number of times the too short wires break off. I could have been stranded in the middle of a deserted area. This is a safety problem and should be **CAMPAINED**.

September 29, 2003

My 1998 Towncar 1LNFM83W1W [REDACTED] quit on me in Niles, Ohio on a Saturday when I was visiting a friend. I had to have the car towed to the dealer at my expensive the following week, holding us up for 4 days.

The dealer had to get a new longer redesigned transponder harness YW1Z-15607-BA from an other dealer 20 minutes away. There was a charge of 2.5 hours. Repair cost \$207.31. The zone has only authorized a reimbursement of \$100 per the dealer.

As this problem was caused by the transponder harness being designed 10 mm too short which broke one of the 4 small wire in the harness when I tilted the steering wheel, I am requesting the following:

1. Full reimbursement of the \$207.31 repair cost and \$25 towing.
2. This item leaves the owner stranded anywhere. It should have been **campaigned**.

There have been several complaints to NITSA regarding this design error. I now find that your TSB's 13942, 8269,0162 dated 2000 and 2001 are listed on the NITSA site. The old short harness should never have been in my end of the 1998 model year car. The start of the next model year car (1999) did not have this problem per the TSB's.

I have paid $\$207.31 + 25 - 100 = \132.31 to correct your engineering error. In addition, the friend I was staying with had just got a price on a new Towncar. I told him mine was a great car and then it quit in his driveway. This did not impress him. I would like to tell him that you took care of this matter.

George R. Lyon

511 Wallace

Birmingham, MI 48009

(248) 644-2858 grl3@hotmail.com

Career Interests

- Product and Manufacturing Engineering
- Strategic Business Planning
- Corporate Management
- Quality and Reliability Engineering
- Management of Product, Manufacturing Engineering, Manufacturing Areas
- Sales Engineering
- Project Management
- Tool Design, Construction
- Checking

Experience

- 4/03-8/03 MSX1 3 car teardown, benchmarking, complete mass, size, and costing. Determine engineering strengths and weaknesses of each assembly.
- 1/03-3/03 Dodge M80 truck IP and interior design, mass, and concept.
- 6/00-12/02 Ford closures design and release - car, truck, and SUV. MVSS, WERS, packaging, die changes, safety testing, and hypermesh deflection studies.
- 5/00-6/00 Ford Explorer and Mountaineer interior DVPR.
- 1/99-4/00 GM SUV headlinings, IP, HVAC.
- '98-10/98 CTC vehicle development - interior, seats, belts, HVAC, electrical. PIECS (BITS), FFB, MVSS.
- 6/96-'98 JTE driveline product engineering, prototype, pilot, and retrofit TJ / WJ Jeep: NVG transfer cases, Gerotor pumps. Dana prop shafts and axles, GKN prop shafts-deep plunge CV/CV.
- 2/96-5/96 Interior trim product engineering - Findley Industries. Headlinings and door trim panels.
- 8/95-11/95 Plymouth Prowler BIW tooling, Henrob rivet guns, adhesives and shipping racks;
- 5/95-8/95 CTC LH/JA interior trim and elec. SQA Jeep door trim line processing.
- 9/94-5/95 HVAC Product and Sales Engineer (GM, Ford) for Fayette (Hutchison) Tubular Products.
- 4/94-8/94 GM truck frame design changes for all parts attached to frame, GDT.
- 9/93-4/94 Tool follow-up for Cadillac Purchasing S.Q.A.; - Prog. Dies, injection molds, and dies castings.
- General Motors Corp. 5/1954-5/1993**
- '92-'93 Analysis and design of common Robogate welding guns.
- '91-'92 Competitive analysis of body shop facilities: welders, conveyors, AGV (GM-NAO and CAMMI).
- '85-'91 Budgets and audits for Prototype and Pilot Group, including system analysis and system development proposals, investment analysis, planning, and Internal / GMC audit.
- '85-'90 A & P car plant concern resolution; pilot and start-up working with product, processing, tooling and plants.
- 1984 Budgets and concern resolution for Body Framing Systems; BIW.
- '83-'84 "N" car program pilot organization and management at BOC Lansing for 1985 new car program. Resolved body, trim, front sheet metal, I.P., and bumper concerns.
- '81-'82 1982 A&F BIW tool construction concern resolution with outside tool construction shops (Pico, Wisne, Citation) and pilot body programs.
- '80-'81 Glass and trim processing for all GM car lines.
- '75-'80 Managed Corporation Allocation Committee for common injection molded, RIM and stamped metal parts on worldwide and North American basis (early sourcing system).
- '73-'80 Manufacturing representative to F, J, X, B-C project centers; Investment and Design Direction Control (reporting to CBOP, Cadillac, Canada, GMT General Manufacturing Managers).
- '72-'73 Co-managed bumper height control system for GMC with Product Engineering; developed computer car suspension spring program (Pontiac General Manufacturing Manager's staff).
- '70-'71 Managed Pontiac Motor pilot line and heavy repair (General Manufacturing Manager's staff).
- '69-'70 Resolved body quality and management concerns between Pontiac and Fisher Body reporting to Pontiac General Manager and Staff.
- '68-'69 Reliability Engineer; Body and HVAC Pontiac Motor. Resolved durability engineering concerns, manufacturing concerns, Fisher pilot representative for Pontiac Engineering, Reliability, & Mfg.
- '67-'68 Seat Belt Release Engineering; Designer, MVSS Compliance for Fisher Body Engineering.

'63-'67 R&D Engineer; bonded structures, door impact bar, inward folding top design and development, Corvair center pillar design, bootleg pocket elimination for Fisher Engineering.
 '54-'63 Trim Shop, Paint Shop, Body Shop, Trim & Metal Fabrication Process Engineer; tool design/ construction mgmt., product design, match check, prototype, pilot, start-up & run programs.
 1958 Time and Motion Study Engineering at Saginaw Steering Gear.
 '54-'58 GMI student; all phases of body fabrication, assembly, car assembly, and product redesign working for Fisher Body Pontiac Plant Manager.

Training

1997 Gear and Pump Design
 '94, '95 PPAP, AQP, Unigraphics-10, PDGS, Catia, ProE, IBM and Apple PC
 1992 Synchronous Manufacturing, VAVE, DENAB, OLRB, DFADFM
 1991 Deming Quality Seminar
 '88, '89 GMI: Joint American and Japanese Ventures (two seminars)
 '79 GMI: Communications

Education

'65-'72 Wayne State University: MSE in Operations Research (optimization), Capital Finance, Organization Structure (integration, differentiation, integrators), Marketing, Administration, Management
 '54-'59 GMI BSE in Mechanical Engineering, Industrial Engineering, Nuclear Engineering, Labor Relations (Honors Graduate)
 1954 Royal Oak High School; college prep; Honors Graduate

Languages

Fluent in English, some French, German, and Japanese

**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).**