



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 231

Date Rec'd: 12/23/03

Repository

29-DEC-2003

Reference No.  
10052036

OWNER INFORMATION (Type or Print)

Name: [REDACTED]  
Address: [REDACTED]  
City: FORT LAUDERDALE State: FL Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]

AS ABOVE

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an explicit authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 01/12/04  YES  NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side): 1LNHM81W2 [REDACTED]  
Make: LINCOLN Model: TOWN CAR Model Year: 2001

Date Purchased: JULY 2001 Dealer's Name and Telephone Number: HELMAN POMPANO  
Original Owner: [REDACTED] Dealer's City: POMPANO BEACH State: FL Zip Code: 33064  
Engine: No. Cylinders: 8 Fuel Type: [REDACTED]

Transmission Type: AUTO  
 Antilock Brakes  
 Cruise Control  
Powertrain: [REDACTED]  
Vehicle Component Code: 141000 AIR BAGS: FRONTAL  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 12/15/03 Failure Mileage: 21,491 Failure Speed: 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM1A8ABC036): [REDACTED]  Original Equipment  Prior Repair  
Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] The 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 TRAVELING 70 MPH PASSENGER'S SIDE AIR BAG DEPLOYED WITHOUT ANY IMPACT. THE DEALERSHIP WAS CONTACTED. \*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 - Public Law 93-502 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.

[REDACTED]  
Pt. Lauderdale, FL [REDACTED]

Phone [REDACTED]

January 12, 2004

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7<sup>th</sup> Street, S.W.  
Washington, D.C. 20590

Dear Sirs:

On Monday, Dec. 15, 2003, at about 1:30 PM, while traveling south on I-75 in Florida, with my wife [REDACTED] sitting in the passenger seat, the passenger side airbag deployed without any impact, with a very loud explosion, (like a gun shot) and the inside of the car filled with smoke. It is to be noted that the airbag did not inflate. Not knowing what happened and thinking the car could be on fire. We pulled on the shoulder of the road into thick heavy grass at 70 miles per hour and jumped out of the car. Upon inspecting the inside of the car we realized that it was the air bag that had exploded.

We proceeded directly to the dealership arriving there about 4:30 PM. The car was inspected and there was no sign of any impact damage on the outside body of the car. The car was placed on a lift and the underneath was inspected by the mechanic and myself, where I observed scratches or marks in one particular area - and not damages that they claim.

Any vehicle traveling at 70 miles per hour that would have an impact would have sustained much more serious damages than the scratches or marks that were noticed by me and the mechanic under the car. Said scratches could have been caused by my driving into the heavy grass when we pulled off the road.

Please note that my wife sustained heavy bruising and discoloration on her right arm due to the explosion.

Thank you for your assistance in this matter.

Very truly yours,  
[REDACTED]

**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).**