



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 1387

Date Received

Repository ☐

2004 FEB 26 AM 9:52

14-JAN-2004

Reference No.
10053996

OWNER INFORMATION (Type or Print)

Name

Address

City

BLOOMFIELD HILLS

State

MI

Zip Code

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?

In the absence of a signature, NHTSA will provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 02/10/04

☒ YES ☐ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)

1LNHM82W12Y616860

Make

LINCOLN

Model

TOWN CAR

Model Year

2002

Date Purchased

04-01-02

Dealer's Name and Telephone Number

BOB BOAST LINCOLN MERCURY (248) 643-6600

Engine:

No. Cylinders

48

Fuel Type:

GAS

Original Owner

☒

Dealer's City

TROY

State

MI

Zip Code

48064

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

031000 SERVICE BRAKES, HYDRAULIC; PEDALS AND LINKAGES

Multiple Failure: 1

Automatic

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Details

12-01-03

NUMBERS

Failure Mileage

0

Failure Speed

02-03 MPH

Right Foot Got Caught Under Brake Pedal - Could Not Stop

FRONT END LEFT DAMAGED -

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P216/65R15)

DOT No. (Example: DOTM198ABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☒ Yes ☐ No

☐ Yes ☒ No

NONE

NONE

Y

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).

THE SPACING BETWEEN THE BRAKE PEDAL AND GAS PEDAL IS TOO CLOSE. DRIVER'S FOOT GETS CAUGHT BETWEEN THE PEDALS WHEN CHANGING FROM ONE PEDAL TO THE OTHER. THIS RESULTED IN VEHICLE CRASHING INTO ANOTHER VEHICLE WHILE PULLING INTO A PARKING SPACE DUE TO FAILURE TO USE BRAKE PEDAL. *AK

THIS SAME PROBLEM HAPPENED NUMEROUS OTHER TIMES. I FIRST REPORTED IT TO THE DEALER'S SERVICE MAN WHO STATED HE HAD THE SAME PROBLEM WHEN DRIVING THAT MODEL ALROUND THEIR LOT, MADE A PHONE COMPLAINT TO FORD MOTOR CO. - THEY LATER RESPONDED BY SAYING THAT THE SPACING BETWEEN THE BRAKE WAS PROPER. I'VE DRIVEN FORD PRODUCTS FOR OVER(SO) FIFTY YEARS AND NEVER HAD THE PROBLEM I HAD WITH THIS MODEL. Fortunately when it happened on other occasions there was no traffic around me.

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

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

**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).**