



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

1/11/04

Repository

21-JAN-2004

Reference No.

10055624

OWNER INFORMATION (Type or Print)

Name

Address

City

SACRAMENTO

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA in the absence of an owner's signature of owner

for vehicle? YES NO Date 2/19/04

VEHICLE INFORMATION

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

16NFN92VWV735085

Make LINCOLN

Model MARK VIII

Model Year 1998

Date Purchased

Dealer's Name and Telephone Number

ANDERSON'S LYM

Engine No: Cylinders

8

Fuel Type:

PREMI

Original Owner

Dealer's City

ROSEVILLE

State

CA

Zip Code

95671

Transmission Type

AT

Anti-lock Brakes

Cruise Control

Powertrain

4.6 32V

Vehicle Component Code

08000 ENGINE AND ENGINE COOLING

Multiple Failures: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

1/19/04

Failure Mileage

5068

Failure Speed

13000

BLEW UP DOOR CAUSING ONLY HOT AIR TO BLEW

3/00

15728

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

DOT No. (Example: DOTM18ABC038)

1104

54473

Tire Model (Name or Number)

Tire Size (Example P215/66R15)

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

Number of Deaths

Reported to Police

0

0

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 VEHICLE STALLED. SMOKE WAS COMING IN THROUGH THE VENTS. CONSUMER HAD THE VEHICLE TOWED TO THE DEALER FOR ANALYSIS, AND MECHANIC DETERMINED THAT THE VALVE COVER TO ENGINE NEEDED TO BE REPLACED. I DO NOT KNOW WHERE YOU OBTAINED THIS INFORMATION.

THIS NOT A SAFETY ISSUE, BUT I WAS TOLD TO SUBMIT THIS TO YOUR DEPT BY YOUR TELEPHONE REP. THIS IS A HEATE AIR COND PROBLEM THAT HAS OCCURED 4 TIMES. IF YOU CAN MOTIVATE FORD TO FIX THIS PROBLEM - FREE - I WOULD BE GRATE FULL. FORD TOLD THEY ARE NOT RESPONSIBLE.

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.

ON JAN 17 2004

THANKS