



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 231

Date Received

Repository

2004 MAR 17 AM 11:10

Reference No.  
10055986

OWNER INFORMATION (Type or Print)

Name: [Redacted]

Address: [Redacted]

City: EVANS State: GA Zip Code: [Redacted]

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?  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
 YES  NO

Signature of Owner: [Redacted] Date: 2/20/04

VEHICLE INFORMATION

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

1LNLM83W5T [Redacted]

Make: LINCOLN

Model: TOWN CAR

Model Year: 1998

Date Purchased: 5-22-1998

Dealer's Name and Telephone Number: Augusta Lincoln Mercury 706-855-6600

Engine: 4.6

Fuel Type: Gas

Original Owner:

Dealer's City: Augusta State: GA Zip Code: 30907

No. Cylinders: 8

Transmission Type: Automatic

Anti-lock Brakes  
 Cruise Control

Powertrain: Rear wheel drive

Vehicle Component Code

063200 ENGINE AND ENGINE COOLING-EXHAUST SYSTEM-MANIFOLD

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 5-2-03

Failure Mileage: 67,370

Failure Speed: 65

Intake manifold, Heater Core

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/66R15)

DOT No. (Example: DOT1ALBABC036)

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

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 AIR CONDITIONER CUT OFF, AND ENGINE OVERHEATED. TECHNICIAN SERVICED VEHICLE, AND DETERMINED THAT INTAKE MANIFOLD CRACKED. \*AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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)

Under acceleration the air conditioning cut off, the engine overheated. I was out of town and pulled over to the nearest place to see what was going on. A local resident referred me to the nearest garage. He checked it out and showed me where the plastic manifold had cracked. I had the car towed back to the dealer purchased from. They checked it out and found the heater core was gone as well as the intake manifold. I leased this car for two years before purchasing it in 1998. Ford Motor Co has recalled fleets of town cars for this same problem, but have not recalled private owner cars - even though there are many that have had this same problem. I had to pay \$1,200 out of my pocket for a problem Ford is aware of. I called Ford and was told - sorry my VIN # was not one of the recalls.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

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

Official Business Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 79173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL 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



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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

DASH2DOT

and dial ton free at

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DOT Auto Safety Hotline (DASH) 2 DOT



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http://www.safercar.gov