



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  
2004 MAR 17 AM 11:21  
30-JAN-2004

Repository   
Reference No.  
10057249

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: LOS LUNAS State: NM Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an answer or address to the vehicle manufacturer.  YES  NO  
Signature of Owner: [Redacted] Date: 2-13-04

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side: [Redacted]  
Make: LINCOLN Model: TOWN CAR Model Year: 2001  
Date Purchased: [Redacted] Dealer's Name and Telephone Number: 505 260-2200  
Original Owner: [Redacted] Dealer's City: ALBUQUERQUE State: NM Zip Code: 87031  
Transmission Type: [Redacted] Antilock Brakes:  Powertrain: [Redacted] Engine: [Redacted] Fuel Type: Unleaded  
Cruise Control:  Vehicle Component Code: 142000 AIR BAGS:SIDE/WINDOW  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 30-JAN-2004 Failure Mileage: [Redacted] 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: DOTM1SABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire 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 DRIVING 70 MPH DRIVER'S SIDE AIR BAGS DEPLOYED UNEXPECTEDLY. THE DOOR PANEL, WHERE AIRBAG DEPLOYED, RIPPED THE SEAT. CONSUMER DROVE VEHICLE TO DEALER FOR ANALYSIS, AND DEALER REPLACED THE SEAT. \*AK  
**DID NOT**

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)

I WAS DRIVING DOWN THE FREEWAY ABOUT 70 MPH WHEN ALL OF A SUDDEN  
THE SIDE AIR BAG ON THE DRIVER SIDE WITH A BIG BANG AND SOME WHITE  
POWDER WAS JET OVER THE CAR ABOUT 20 MINUTES AFTER MY ARM LEFT.  
AND MY NECK WAS IN PAIN I AM STILL GOING TO PHILIP I TOOK  
MY CAR TO THE DEALER - AND WAS NOT TREATED VERY WELL WHILE I WAS  
THERE (BY MR. SANCHEZ) I GOT A LOANER AFTER 3 WEEKS I CAN GO  
TO SEE IF THEY HAD FIX MY CAR. THEY TOLD ME THAT THEY WERE NOT GOING  
TO FIX MY CAR TO BRING THE JOINTS BACK. AND TO HAVE MY INSURANCE  
FIX MY CAR. I CALL MY INSURANCE AND THEY TOOK PARTS OF MY  
CAR - AND SAID THAT THE AIR BAG WAS ON MY CAR IN THE UNDER  
CARRIAGE - FORD DEALER TOLD ME THEY WOULD NOT FIX IT AND  
HAD FORD HOME OFFICE DECIDED THAT IT HIT A POT HOLE OR  
SOME THING GOT UNDER THE UNDERCARRIAGE. ATTACH ADDITIONAL SHEETS IF NECESSARY  
~~See attachment~~ - See Attachment.

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

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

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. 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



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**  
**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4236

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
http://www.safercar.gov



U.S. Department  
of Transportation  
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Traffic Safety  
Administration**

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

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

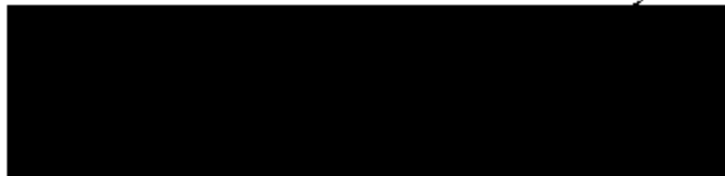
Enclosures: VOQ  
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4238

On December 21, 2003, I was driving down the freeway about 70 miles per hour when all of a sudden I heard a loud noise and some white powder was inside the car. I stopped when it was safe and found out that the side air bag on the drivers side had deployed and had ripped my seat. About 20 minutes later my left arm and neck started hurting. I took my car on December 22, 2003 to the Lincoln Dealer in Albuquerque New Mexico Corleys Albuquerque Lincoln Mercury Volvo Address: 7300 Lomas Boulevard Northeast, Albuquerque NM 87110 Phone#: (505) 260-2200 (that is where I purchased the car new) I was given a rental a 2004 Lincoln for 3 days and then they called me back and give me another rental 2003 Cadillac they told me they would call me when the part (seat) to my car was ready to be installed. After three(3) I called back and they said to bring back the rental because Ford Motors (home office) said it was not here fault that I must have hit a pothole or something got under the underearriags to have my insurance fix it. I called my insurance and they came over and took pictures of my car but could not find any marks of a Hit on my car or anything under the car. So they said it was not our fault and that Ford Motor Company would have to fix it. I AM enclosing the pictures of my car that the insurance took. February 21, 1004 and my car is still not fixed and I am driving without a side air big. If something happens to me or my family while driving the car Lincoln will be held responsible! I have tried to contact Ms. Tracy Bush at the legal department at Ford Motors. Ms. Bush is sick or out of the office. I have never gotten a letter from Ford Motors indicating that they were not at fault for the Air Bag deploying. This was told to me by the Dealer and the consumers affairs at Ford Motors and they could not do nothing because the legal department at Ford Motors had made the decision on my car and they did not have the number to anyone else that I could call regarding this issue..have being going to physical therapy since the air bag deployed.

Sincerely



Los Lunas NM

Cell

Home



