



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
02-FEB-2004

Repository

1-18
Reference No.
30057396

OWNER INFORMATION (Type or Print)

Name

Address

City SANTA ANA

State CA

Zip C

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

Signature of Owner

Date 1/1

VEHICLE INFORMATION

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

1LNLM83W9P

Make

LINCOLN

Model

TOWN CAR

Model Year

1993

Date Purchased

N/A

Dealer's Name and Telephone Number

N/A

Engine:
No. Cylinders

8

Fuel Type:

Original Owner

Dealer's City

N/A

State

CA

Zip Code

CA

Transmission Type

A

Antilock Brakes

Cruise Control

Powertrain

automatic

Vehicle Component Code

141000 AIR BAGS:FRONTAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

02-FEB-2004

Failure Mileage

99,174

Failure Speed

23

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9A8BC036)

Original Equipment
 Prior Repair

Failure Location: North Brewster, CA

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(es).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

1

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).

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).

WHEN THE DRIVER APPLIED THE BRAKES THE PEDAL WENT TO THE FLOOR AND A KNOCKING NOISE WAS HEARD COMING FROM THE REAR OF THE VEHICLE. AS A RESULT THE DRIVER LOST CONTROL OF THE VEHICLE AND REAR ENDED ANOTHER VEHICLE. NEITHER OF THE FRONTAL AIR BAGS DEPLOYED. THE PASSENGER WAS INJURED AND TRANSPORTED BY AMBULANCE TO THE HOSPITAL. THE VEHICLE WAS TOTALED.

*NHTSA THIS IS INCORRECT DRIVER DID NOT LOSE CONTROL
BRAKES FAILED AT LOW SPEED BOTH AIR BAGS DEPLOYED
BRKING PIECES CAME

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)

Sitting at stop light it was red in left lane or #1 lane of 5 lane
HWT light turned green started to move ahead Brake lights
came on in vehicle in front of me I applied brakes low
speed 27-25 mph Brake pedal went to floor neither NO
Knocking sound I did not lose control this vehicle rolled
forward striking vehicle in front of me Both air bags
deployed breaking my knees arm - the car was totaled
I will never buy any other Ford products again as
long as I live Signed [redacted]

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/dotline>