



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 100784

Date Received: 2004 MAY 11
Repository:
Reference No.: 1-54
10067276

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BRONX State: NY Zip Code: [Redacted]

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

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES
In the absence of your authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 4/27/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of dashboard on driver's side: ILNL M82W3S [Redacted]
Make: LINCOLN Model: TOWN CAR Model Year: 1995
Date Purchased: Feb 2004 Dealer's Name and Telephone Number: Lion's Brown NY
Original Owner: No Dealer's City: Brown State: NY Zip Code: 13473
Engine: No. Cylinders: 8 Fuel Type: [Redacted]
Transmission Type: Auto Antilock Brakes: Powertrain: Yes
Vehicle Component Code: 341000 COMMUNICATIONS:HORN ASSEMBLY
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-FEB-2004 Failure Mileage: 108000 Failure Speed: [Redacted]

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: DOTM1A9ABC036): [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: 1 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 AT ANY SPEED CONSUMER FELT THAT THE PLASTIC FOR THE HORN ASSEMBLY WAS TOO HARD, AND HE WAS SUFFERING FROM CARPAL TUNNEL SYNDROME BECAUSE OF THE HORN STRUCTURE. *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.

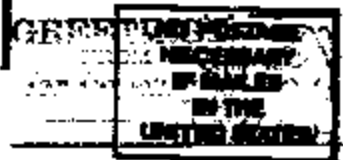
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The Hard Plastic on the Horn Assembly is too hard to press. Because of this situation I am getting Carpal Tunnel Syndrome in my left thumb. I feel this situation should be corrected by your Agency or by Ford Motor Company as a manufacturing defect. Please someone do something about this. I don't have to inform you of the Hazards of a Manufacturer's Defective Working Horn Assembly. There is a lot that can go wrong because of this dangerous condition to both Drivers and Pedestrians. The Horn Assembly needs repair due to a Manufacturer's Defect. It is very hard to blow the Horn on the Car because of this Manufacturer's Defect. A Recall or Repair is certainly in order for ALL These Cars of this Type and Model. Thank you for your help. ATTACH ADDITIONAL SHEETS IF NECESSARY
Scott Lips April 29, 2004.

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
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Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

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(DASH) 2 DOT



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