



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 100079

Date Received
JUN 10 2004 7:00 PM
Repository ☐
Reference No.
10075556

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City NAPLES State FL Zip Code _____
Daytime Telephone Number _____ E-mail Address _____
Evening Telephone Number _____

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized NHTSA, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 6/17/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LNLM81W4V _____
Make LINCOLN Model TOWN CAR Model Year 1997
Date Purchased 2-08-99 Dealer's Name and Telephone Number CLASSIC CARS OF NAPLES
Original Owner ☐ Dealer's City NAPLES FL 34109 State Zip Code _____
Engine: 4.6L No. Cylinders 8 Fuel Type: Gas
Transmission Type ☐ Antilock Brakes Powertrain Vehicle Component Code
AUTOMATIC ☒ Cruise Control REAR WHEEL DRIVE D63200 ENGINE AND ENGINE COOLING/EXHAUST SYSTEM/MANIFOLD
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-JUN-2004 Failure Mileage 98694 Failure Speed 35 MPH INTAKE MANIFOLD CRACKED WHILE DRIVING

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: DOTM19ABC036) ☐ 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).

VEHICLE WOULD STALL INTERMITTENTLY WITHOUT WARNING WHILE DRIVING. VEHICLE WAS TAKEN TO THE DEALER WHO DETERMINED THAT THE INTAKE MANIFOLD WAS CRACKED AND CAUSED COOLANT TO LEAKS INSIDE THE ENGINE. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION. *NM,

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-595) 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)

INTAKE MANIFOLD CRACKED WHILE DRIVING AND FLOODED
ALTERNATOR (IMMEDIATELY IN FRONT OF MANIFOLD) WHICH
ADDED TO THE FAILURE. CRACKED AREA W/AL THICKNESS
TO THIN. THIS PASSIVE PART SHOULD NOT HAVE PER-
FORMED SO POORLY!

CAUSED LINCOLN TO FILE A COMPLAINT, CASE #
055 610 2930. SAID PART TO BE UNDER REVIEW FOR
RECALL.

SHOULD BE REIMBURSED FOR THIS EXPENSE

THANK YOU FOR YOUR EFFORTS

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73178 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



1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

DASH2DOT

and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**



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

(ALLDATA.COM)

Untitled

Bulletins for 1997 Lincoln Town Car V8-281 4.6L VIN W SFI

Safety Recalls

TSB Number	Issue Date	TSB Title	01528	SEP 01	Recall - Air Bag
Module Inspection/Replacement					
00S16	SEP 00	Recall - Seat Belt Inspection/Replacement			
00S15	SEP 00	Recall - Seat Belt Retractor Inspection/Replacement			
00B33	MAR 00	Recall - Airbag Deactivation Shunt Replacement			
98S37	DEC 98	Recall - Front Lower Control Arm Ball Joint Replacement			
98B19	MAY 98	Recall - Potential Brake fluid Leak			

General Recalls

TSB Number	Issue Date	TSB Title	97M91	MAR 99	Campaign -
Intake Manifold Replacement					

DOT AUTOSAFETY HOTLINE

888 327 4236

WILL MAIL COMPLAINT FORM 7/14 DAY'S

FOR ADV & RETURN

FYI

Untitled

Online:

Ask Kate, our virtual representative, to obtain answers to your commonly asked questions or send us an email with what's on your mind.

Contact Us

Lincoln welcomes your questions, comments and inquiries. Please feel free to contact us at:

Lincoln
16800 Executive Plaza Dr.
P.O. Box 6248
Dearborn, MI 48126
800 521-4140

Hours of Operation:

Monday through Friday, 8 a.m. to 8 p.m. EST and
Saturday, 9 a.m. to 5:30 p.m. EST.

CALLED 6-01-04 / CINDY

CASE (REF) # 055 610 2930

11 NLM81W4V

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).