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 1386

Date Received	Repository ☐
2004 JUL -7 P 4:52	Reference No. 10076907

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City COLUMBUS	State OH	Zip Code	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an answer, NHTSA will forward your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 7/4/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1LNBM81F6KY	LINCOLN	TOWN CAR	1989

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
	Bob Boyd 614-863-2800			8	
Original Owner ☒	Dealer's City Columbus	State OH	Zip Code 43232		

Transmission Type			Vehicle Component Code
	☐ Antilock Brakes ☐ Cruise Control	Powertrain	102000 POWER TRAIN:MANUAL TRANSMISSION Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
28-APR-2004	90,951		

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P216/65R15)
DOT No. (Example: DOTMALSABCD36)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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, THE PLASTIC CAP SNAPPED. THIS MAD EIT HARD FOR THE CONSUMER TO SHIFT THE TRANSMISSION GEARS. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

Please see letter attached.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

To whom it may concern, 7/3/04

This letter is to address the problem to my 89 Town Car. On April 29, 2004 as I was driving on the freeway and as I was passing a truck my car began to lose power and jerking.

I took my car to Bob Boyd on June 3, 2004. They told me that the plastic cap on the transmission cable that connects to the throttle body broke. The transmission was damaged due to the plastic cap breaking. It is a factory defect and all 89 Town cars with the plastic caps should be recalled as this could cause a serious or deadly accident. The service man said they were changing from the plastic caps to the brass clips. He also said there have been numerous of cars being repaired for the same problem.

I am going to send a letter to the Attorney General's office regarding this situation. I want you to reimburse me the $1516.82 that I had to pay for the repair of my car. If you don't submit reimbursement to me in a timely manner I will be forced to file a claim with small claims court. My address is [redacted] Columbus OH [redacted] and my number is [redacted]

Sincerely,

[redacted]

[redacted]

P.S. You will find a copy of the receipt attached.

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).