



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 100222

Date Received

Repository ☐

2004 SEP 28 AM 11:34
24-AUG-2004

Reference No.
10089609

OWNER INFORMATION (Type or Print)

Name

Address

City

BROOKFIELD

State WI

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/24/04

VEHICLE INFORMATION

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

Make

LINCOLN

Model

TOWN CAR

Model Year

1998

1LNFR2W2W

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

☒

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

AUTOMATIC

☒ Cruise Control

FRONT WHEEL DRIVE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-AUG-2004

Failure Mileage

16800

Failure Speed

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: DOTM18ABC038)

☐ 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).

WHILE DRIVING VEHICLE STALLED. AT DEALER STATED THE FUEL PUMP WAS DEFECTIVE, AND SERVICED IT. *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)

My 1998 Lincoln Town Car is extremely dangerous to drive now. Without warning the engine will completely die while driving. It can happen any time without any kind of notice. Frank Deacon, Dealer ship charged me \$700+ for replacing fuel pump which I insisted was not the problem but was. Since then car has cut out several times, once while turning a corner, leaving me in a dangerous situation causing me to end up in an emergency traffic lane in path of an oncoming semi truck. Luckily the semi driver was alert. Deacon says they can't find problem on their scope.

ATTACH ADDITIONAL SHEETS IF NECESSARY



NOT POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Arthur H. Anderson
19335B W Mc Allister Ln.
Brookfield, WI 53045

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



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

Brookfield, WI

August 24, 2004

Ford Motor Company
Customer Assistance Center
300 Renaissance Center
P.O. Box 43360
Detroit, MN 48243

Gentlemen:

I own a 1998 Lincoln Town Car. I purchased it from Frank Boucher, Lincoln-Mercury Dealer at 1588 Moorland Boulevard, Waukesha, Wisconsin 53186. I purchased it new, and presently it has 16,000 miles on it. The ID number is 1LNFM82W2W

For the past two years, it has periodically cut off while driving, sometimes while turning corners, or on straight aheads. When this happens, I lose power brakes and steering. I then put it in park or neutral, turn off key and then on again and it will start immediately. Recently, I stopped at my home for a couple of minutes, and when I came back out, the car would not start. The engine would turn over but wouldn't start. It would spin until I smelled it flooding. I called the dealer, Boucher, and had it towed to their service center. When they called me that the car was ready, they told me that the fuel pump was bad and had to be replaced to the tune of \$735. I didn't believe that the fuel pump could be bad, but I paid them their fee. This repair took place three weeks ago. Since then, the same problem with the engine dying has occurred three or four times, once making a turn around a corner dying and ending up in the opposite lane with a semi-truck bearing down on me. The driver of the truck, being very able, managed to stop in time. That was Saturday, August 21st. On Monday, August 23rd, I took the Lincoln back to the Boucher dealer. I picked it up this morning when the service manager called and said they don't know what is making the car cut out, and don't know how to repair the problem.

Needless to say, I am very disappointed with the Frank Boucher dealership. I believe that they ripped me off on the \$735.00 fee for the fuel pump I don't think I needed, and for their failure to recognize the problem with the engine cutting off. I have always been partial to Ford's, Mercury's, and Lincoln's. I own two other Ford vehicles and hope I don't have to rethink my preferences.

Sincerely,

Brookfield, WI

**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).**