



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Problems

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

Date Received

28-SEP-2004

Repository ☐

Reference No.

10094488

OWNER INFORMATION (Type or Print)

Name

Address

City

PLAINVIEW

State NY

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?

In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 09/28/04

VEHICLE INFORMATION

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

1LNLM81WXVY

Make

LINCOLN

Model

TOWN CAR

Model Year

1997

Date Purchased

8/25/97

Dealer's Name and Telephone Number

HASSETT 516-785-7800

Engine:

No. Cylinders

8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

WANTAGH

State

NY

Zip Code

11793

Transmission Type

☒

Antilock Brakes

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

27-SEP-2004

Failure Mileage

33500

Failure Speed

TIRE ANTI LOCK BRAKING SYSTEM

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: DOTM19ABC038)

☐ 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).

ABS BRAKE SYSTEM FAILED. CONSUMER TOOK THE VEHICLE TO A LOCAL FORD DEALERSHIP WHERE IT WAS DISCOVERED THAT THE CONNECTORS HAD TO BE REPLACED ON EACH WHEEL AND, ONE ON THE MASTER CYLINDER. *AK

*EAR SERVICED CONTINUALLY BY
MC DANIELS FORD, HICKSVILLE, NY. 516 681 9006
* INCLUDED IS REPAIR BILL & LETTER OF
COMPLAINT TO LINCOLN PRESIDENT.

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

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
Plainview, New York
12 Oct, 2004 [REDACTED]

Mr. Darryl B. Hazel
Vice President Ford Motor Company
President, Lincoln and Mercury Divisions
16800 Executive Plaza Drive
Dearborn, MI 48126

Mr. Hazel:

We need your help. Several calls to the Lincoln Customer Service number, have been to no avail.

Over two weeks ago, the ABS braking system on my wife's 1997 Lincoln Town Car failed. We took the car to McDaniels Ford, Hicksville, NY, which had been maintaining the car almost since it was new.

The McDaniels technician said the computer trouble code instructed him to call "Ford Engineering". "Ford Engineering" told the technician that the connectors to the brake cylinders as well as the master cylinder had to be replaced. "Ford Engineering" gave the technician the various replacement parts numbers.

The McDaniels technician then ordered the parts from the Ford/Lincoln parts supplier warehouse. The first parts "kit" he received had the wrong parts. He again requested the correct parts. This second parts delivery was also wrong. Again he made the third request for the correct parts. Two deliveries and two weeks later my wife's Lincoln is still unrepaired; unsafe to drive! Hopefully the third parts order will be correct. She has been without her Lincoln for an unconscionably long time.

The car may be out of guarantee but it only had been driven 33190 miles when it was delivered to McDaniels for the repair.

We have purchased 5 new Ford or Lincoln autos in the last 20 years and never had an experience like this.

Can you help to get her Lincoln safely back on the road. She did not buy this, her second Lincoln to be subjected to this unexcusable delay. This is not what we would have expected owning a Lincoln. This is not McDaniels fault but that of your Lincoln parts supply line!

Yours Truly,

INCLUDED
VIN #

[REDACTED]

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).