

2005 JAN 25 44 12:09

Call to 10103960

TO NHTSA, 202-366-7882

RE: ODI # 10103960 (12-10-04)

WISH TO KNOW IF ONLINE COMPLAINT RECEIVED,  
AND STATUS.

*[Signature]*

# PAGES <sup>TOTAL</sup>  
Including Cover  
Sheet

3







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 100148

Date Received

16-DEC-2004

Repository

Reference No.  
10103960

*Received*

**OWNER INFORMATION (Type or Print)**

Name

Address

City

REDDING

State

CT

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 \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

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

1LNFB1V4WY

Make

LINCOLN

Model

MARK VIII

Model Year

1998

Date Purchased  
07-OCT-02

Dealer's Name and Telephone Number

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

138000 VISIBILITY:DEFROSTER/DEFOGGER SYSTEM

Multiple Failure: 100

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
06-OCT-2004

Failure Mileage  
56200

Failure Speed  
10

**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: DOTM4LSABC096)

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

0

0

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 (e.g., parts repaired or replaced (and if old part is available)).

HEATER/AC BLENDER DOOR-DOORS, FAIL TO OPERATE AND OR HAVE "NO" TEMPERATURE CONTROL, RESULTING IN POOR VISIBILITY, FOGGING ETC, LACK OF DEFROSTING AND OR A COLD DRIVER. SEE PREVIOUS 768368, 768427, 768529, 768796, 768173, 7689173, 769183, 769959, 10003517, 10005626, 10023956, 10075009, AND NOW MINE I THE ONLY THING THAT CHANGED IS THE COST OF REPAIRS BY THE DEALER HAS GONE UP. I HAVE A WRITTEN ESTIMATE FOR (THE DASH HAS TO BE REMOVED) \$680.00 LABOR. PARTS AS FOUND TO BE \$38.00, \$68.00, \$5.00, \$35.00 AND THAN MAYBE \$350.00 MORE FOR A PLENUM.. (\$1,176.00) I UNDERSTAND THAT FORD HAS REPLACED THE PARTS WITH BETTER VERSIONS AS TO MATERIALS THAT WITH STAND THE DIFFERENT TEMPERATURES IT IS SUBJECT TOO. THIS APPARENT LACK OF ACTION BY NHTSA IS CAUSE FOR CONCERN AS TO YOUR UNINTEREST IN THE PUBLIC SAFETY NOT KNOWING HOW MANY OTHER VEHICLES ARE OUT THEIR WITH THIS HAZARDOUS DEFECT. HELP US, PROTECT US, THANK YOU. \*AK

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 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.