



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 100247

Date Received

Repository

11-JAN-2005

Reference No. 9: 55  
10107216

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City MOSSYROCK State WA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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 1/1

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1LNL M91V4 TY [REDACTED]  
Make LINCOLN Model MARK VIII Model Year 1996  
573J TP - vehicle date

Date Purchased \_\_\_\_\_ Dealer's Name and Telephone Number Robert W. Orr  
Engine: \_\_\_\_\_ Fuel Type: \_\_\_\_\_  
No: Cylinders \_\_\_\_\_

Original Owner  Dealer's City Portland, Oregon State \_\_\_\_\_ Zip Code \_\_\_\_\_

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control  
Powertrain \_\_\_\_\_ Vehicle Component Code 140000 AIR BAGS  
Multiple Failure: 1

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

Incident Date(s) 10-9-1999 Failure Mileage 72,204 Failure Speed 55

**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: DOTM9ABC036)  Original Equipment  Prior Repair Failure Location: highway 12 mile past  
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 1 Number of Deaths 0 Reported to Police Y

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 CONSUMER'S VEHICLE SUDDENLY HIT A DEER. WHEN THE AIRBAGS DEPLOYED CONSUMER WAS AFFECTED BY THE SUBSTANCE IT RELEASED. THE FIBERS DAMAGED HER NECK, FACE AND LEGS. CONSUMER HAS UNDER GONE SEVERAL SURGERIES FOR THIS INCIDENT. WHEN CONTACTING LINCOLN, THEY DO NOT WANT TO HAVE ANY PART IN ANY OF THIS. CONSUMER CALLED THE STATE ATTORNEY GENERAL'S OFFICE IN WASHINGTON, WHICH WROTE A LETTER TO THE US DEPARTMENT OF TRANSPORTATION ( DOT). CONSUMER WAS STILL WAITING FOR SOME TYPE OF ACTION TO BE TAKEN . \*AK

[REDACTED] Mossyrock, Wa [REDACTED]

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 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)

at Winlock, Va. has been seeing me all this time. There are  
cat-scans + reports of this - Also my nerves are shot - my hands shake.  
This makes my face sore + hurts all the time.

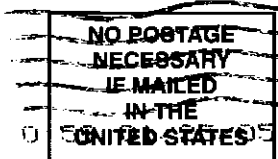
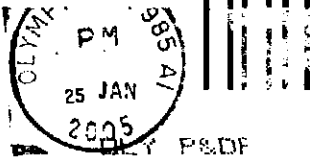
When driving home from town on a dark, rainy + foggy night, I came upon  
a deer on Hwy 12 and due to traffic had no other choice but a big ditch here  
I hit the deer. I had 2 grandkids with me. The air bags went off +  
from them on, I've had trouble with these black fibers and these  
crystals growing in my face, under my scalp, all over my body  
there are these strong threads multiplying, filling up places +  
it has little round crystal balls on it and these buds with a  
sharp edge, round balls with spiky things like staples that pin  
my left eye together, these stick with a y, and they are hell to  
get out. On the right side there are these crystal things like needles and  
these round rings. All these things come in different sizes, some as  
small as big as marbles. These are destroying my left eye. It  
now most of the time these things causes my face to be  
very dry + I have to keep it moist + greasy. can't wear any make-up.

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

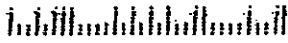
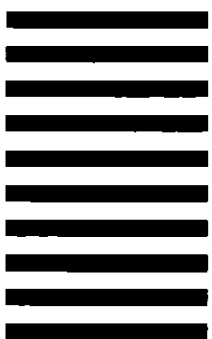
Official Business Penalty for Private Use \$300



**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 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**

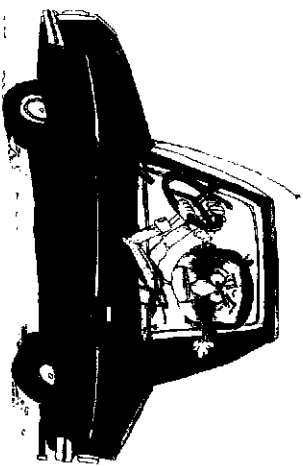
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**  
**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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