



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

20-JUN-2005

Repository ☐

Reference No. 22
10125877

OWNER INFORMATION (Type or Print)

Name Daughter of owner -Owner
Address [REDACTED]
City LAWRENCEVILLE State NJ Zip Code [REDACTED]

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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 6/27/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1LNHM86S14Y [REDACTED] Make LINCOLN Model LS Model Year 2004

Date Purchased
01-MAR-04

Dealer's Name and Telephone Number
LAWRENCE LINCOLN MERCURY 609-882-2900

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
LAWRENCEVILLE

State
NJ

Zip Code
08648

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
181000 VEHICLE SPEED CONTROL: ACCELERATOR PEDAL

Multiple Failure: 1 FOOT WAS ON BRAKE NOT

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
16-JUN-2005

Failure Mileage

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: DOTM19ABC036)

☐ 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

1

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).

DT: CONTACT STATES WHILE PARKING THE VEHICLE IT ACCELERATED AND CRASHED INTO A BUILDING. THE VEHICLE WAS TOWED TO A LOCAL SERVICE DEALER, THEY WERE GOING TO REPAIR THE VEHICLE. *AK

CONTACT STATES THAT FOOT WAS ON BRAKE PEDAL WHEN CAR ACCELERATED. THERE WAS NO CONTACT WITH THE GAS PEDAL WHATSOEVER WHEN CAR ACCELERATED. FAMILY OF CAR OWNER WILL NOT ALLOW HER TO DRIVE CAR ONCE REPAIRED FOR FEAR OF A REPEAT OF THE MALFUNCTION.

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.

(Letter to Manufacturer attached)

[REDACTED]
Lawrenceville, NJ [REDACTED]
27 June, 2005

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Re: Lincoln LS 2004
VIN 1LNHM86S14Y [REDACTED]

Dear Sir or Madam:

I am writing today to notify you about a recent malfunction of the above vehicle, which is my mother's car. On 16 June, 2005, I was returning home in this car. I was driving and my mother was in the passenger seat. I was pulling into our parking space at our apartment complex. Approximately 5 feet from being fully parked, the car surged forward. The car jumped the curb, turned to the right slightly, and collided with the brick apartment building wall about 10 feet forward of the curb.

My mother purchased the car new and it only had approximately 4,000 miles on it during the incident. It had never been in any accidents and was very well maintained.

Of specific concern for your company is that at no time during this occurrence was my foot on the acceleration pedal. While pulling into the parking spot, I had my foot on the brake the entire time. The engine surge was clearly NOT a result of my giving the engine any gas.

The airbags deployed successfully. I am happy to report that neither of us sustained severe injuries, although I was driven to the hospital ER by the ambulance squad.

My mother only suffered a bruised knee. It has been slightly swollen every day since the accident, but the bruising is gone and she has no loss or decrease of mobility, just some mild discomfort.

I myself experienced mild injury to the chest from the airbag deployment, which caused some mild soft tissue damage and continues to cause some discomfort. I plan to go to a chiropractor next week, because I believe I have several ribs out of joint.

Due to the incident being the result of a malfunction and not user failure, I have reported it to the National Highway Traffic Safety Administration, Reference Number 10125877.

I am now sharing this information with your company for the following reasons.

Ford Motor Company
Customer Relationship Center
26 June, 2005
Page Two

- 1) While it is theoretically possible that this was an isolated incident, I have some concerns that it can recur with other drivers of the same model, posing an unnecessary imminent threat.
- 2) Although the car is currently being repaired, our entire family is fearful that once returned, our mother will continue to drive the car and risk injury or death.

Let me clearly state that we have no intention of instigating any legal proceedings. We have not retained an attorney and have no plans to do so. All of our medical expenses have been or are being covered by our insurance company. We have no desire to seek any medical expense reimbursement

However, as members of a broader community, my family and I desire that you investigate this matter in the event that it is not an isolated incident in hopes that your company can prevent similar occurrences.

Additionally, if, in fact, this is not an isolated incident and there is evidence that similar events have occurred with other drivers of the same model, our family would expect replacement of the damaged vehicle, because, again, we do not plan to allow our mother to drive this car ever again, regardless of any repairs done to the body of the vehicle.

Sincerely,

[REDACTED]
[REDACTED]
For myself and representing [REDACTED] and the [REDACTED] Family

cc: NHTSA
Lawrence Lincoln Mercury