



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

18-SEP-2006

Repository ☐

Reference No.
10168503

OWNER INFORMATION (Type or Print)

Name

Address

City

WIND GAP

State

PA

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

1LNLM82W

Make

LINCOLN

Model

TOWN CAR

Model Year

1997

Date Purchased

02/08/02

Dealer's Name and Telephone Number

Haldeman Ford Inc (610) 776-7800

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Allentown

State

PA

Zip Code

18104

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

034200 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 1 (3 incidents)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

17-SEP-2006

Failure Mileage

7668

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: DOTM9ABC036)

☐ 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).

DT*: THE CONTACT STATED THE BRAKE LIGHT WAS ILLUMINATED CONSTANTLY. WHEN THE BRAKE PEDAL WAS DEPRESSED, WHITE SMOKE WAS OBSERVED COMING FROM THE ENGINE COMPARTMENT, ACCOMPANIED BY A SMELL OF BRAKE FLUID. THE VEHICLE WAS TAKEN TO A PRIVATE REPAIR SHOP, WHERE THE MECHANIC DETERMINED THAT THE STAINLESS STEEL BRAKE PIPING WAS SEVERELY RUSTED AND CRACKED. THIS CAUSED BRAKE FLUID TO LEAK FROM BETWEEN THE MASTER CYLINDER AND THE ABS SYSTEM. THE BRAKE FLUID WAS LEAKING ON TO THE ENGINE CAUSING THE SMOKE. THE REPAIR SHOP REPLACED PART OF THE PIPING, BUT THE PROBLEM PERSISTED.

(see descriptive write up)

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.

9/23/06

Ref # 10168503

Veh Lincoln Town Car

Year 1997

Vin # 1LNLM82W3 [REDACTED]

Stainless Steel brake line failures 2004 to present

History and description of events from first failure to most recent.

Vehicle was serviced at dealer where purchased on 7/13/04 mileage at time of service 70185 miles See attached Exhibit "A"

On Sunday July 18, 2004 traveling home from a seminar the "Brake Light" came on" Brake Pedal travel increased slightly and due to very little requirement of use of brakes I was able to arrive at my residence without any serious problems Upon checking the vehicle I found that the level in the Brake master cylinder was empty in one chamber. I refilled the fluid level and on stepping on the brake pedal I found evidence of leakage under the vehicle. On July 20, 2004 I arranged to take the vehicle to a local independent service garage and the Mechanic found that the brake lines were leaking and heavily corroded. The approximate mileage on the vehicle at this time was 70305 miles... The Mechanic replaced 2 brake lines and also the left rear caliper because he could not remove fittings due to excessive corrosion See enclosed Exhibit "B" Invoice# 1729 for services to repair brake lines

On July 24, 2006 the "Brake " indicator light came on again and on checking found that the fluid level was low again in one chamber and evidence of fluid leakage under the car was evident again near the rear door area. Arranged to have the vehicle serviced at the same independent service garage as the last time of brake failure and again he found a section of piping corroded and leaking. This section of piping was replaced and vehicle inspected and serviced at this time the mileage on the vehicle at the time of this failure was 76389 miles. See Exhibit "C" invoice #2699 for repair and service of vehicle.

On Sept 17, 2006 removed the car from garage and after stepping on the brake the "Brake" indicating light came on again. On moving the vehicle to a parking place so the problem could be investigated, when the brake pedal was depressed a cloud of smoke came from the front left corner of the vehicle under the hood area The vehicle was shut down and on opening the Hood the master cylinder was almost completely empty and there was evidence of brake fluid on the bundle of brake lines from ABS control module; to the area of the steering column, and also on the left side of the engine exhaust manifold. The master cylinder was again filled with brake fluid and on depressing the pedal leakage was observed in the area of the clips holding the bundle of brake piping together (see exhibit "D") drop of fluid at lower end of black clip is area where fluid was leaking... The mileage on the vehicle at this failure is 76668 miles The vehicle will be taken to a local repair shop on Sept 25, 2006 to repair this defect. The dealer that sold this car was contacted and said there was nothing they could do about this and that to repair it would cost over \$2500 and would be on a time and material basis. Ford Lincoln was contacted and the customer representative said there was nothing they could do about this problem even though there was a previous situation where certain 1997 Crown Victoria and Mercury and Lincoln vehicles were identified as having this problem.

Exhibit 'D'

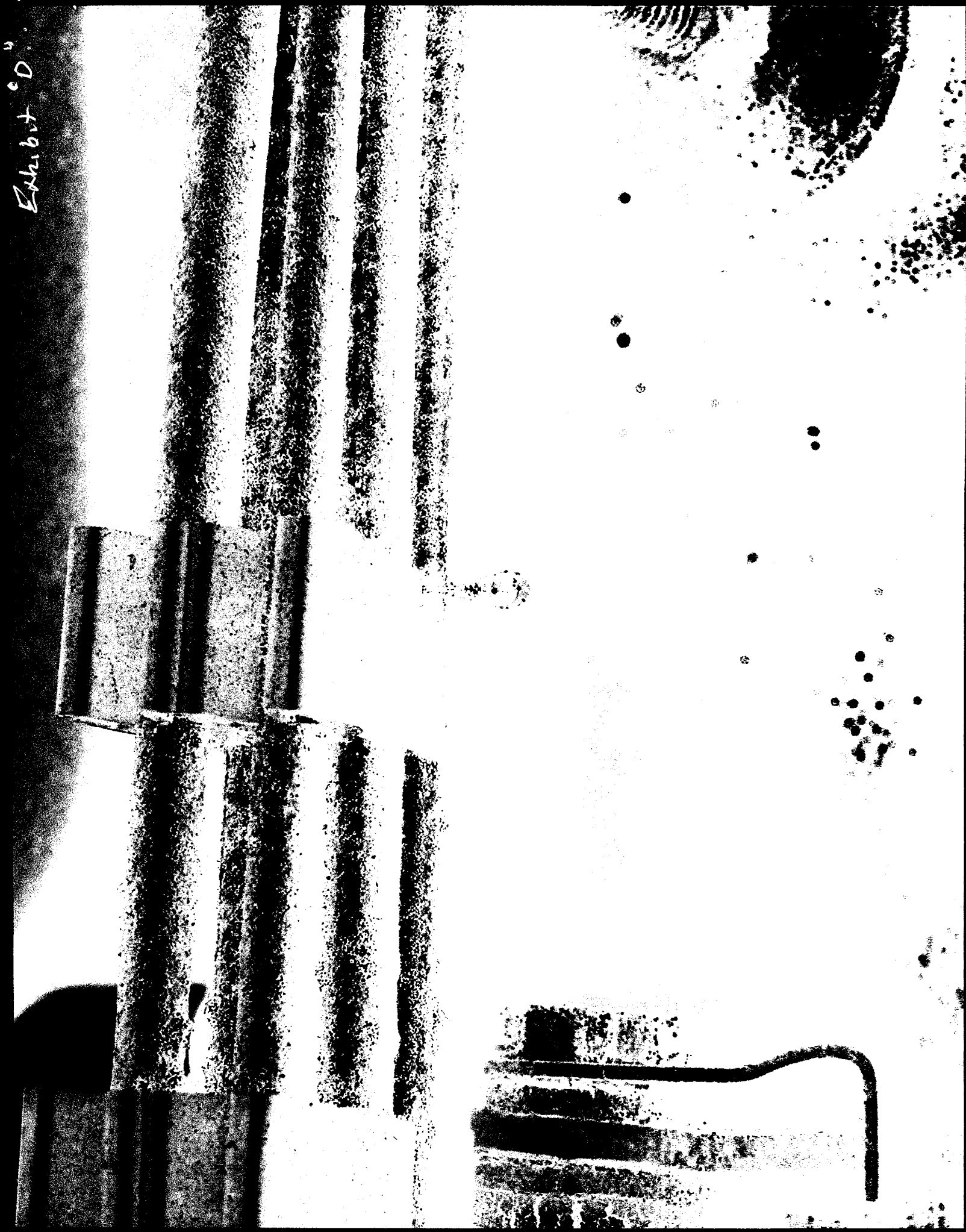
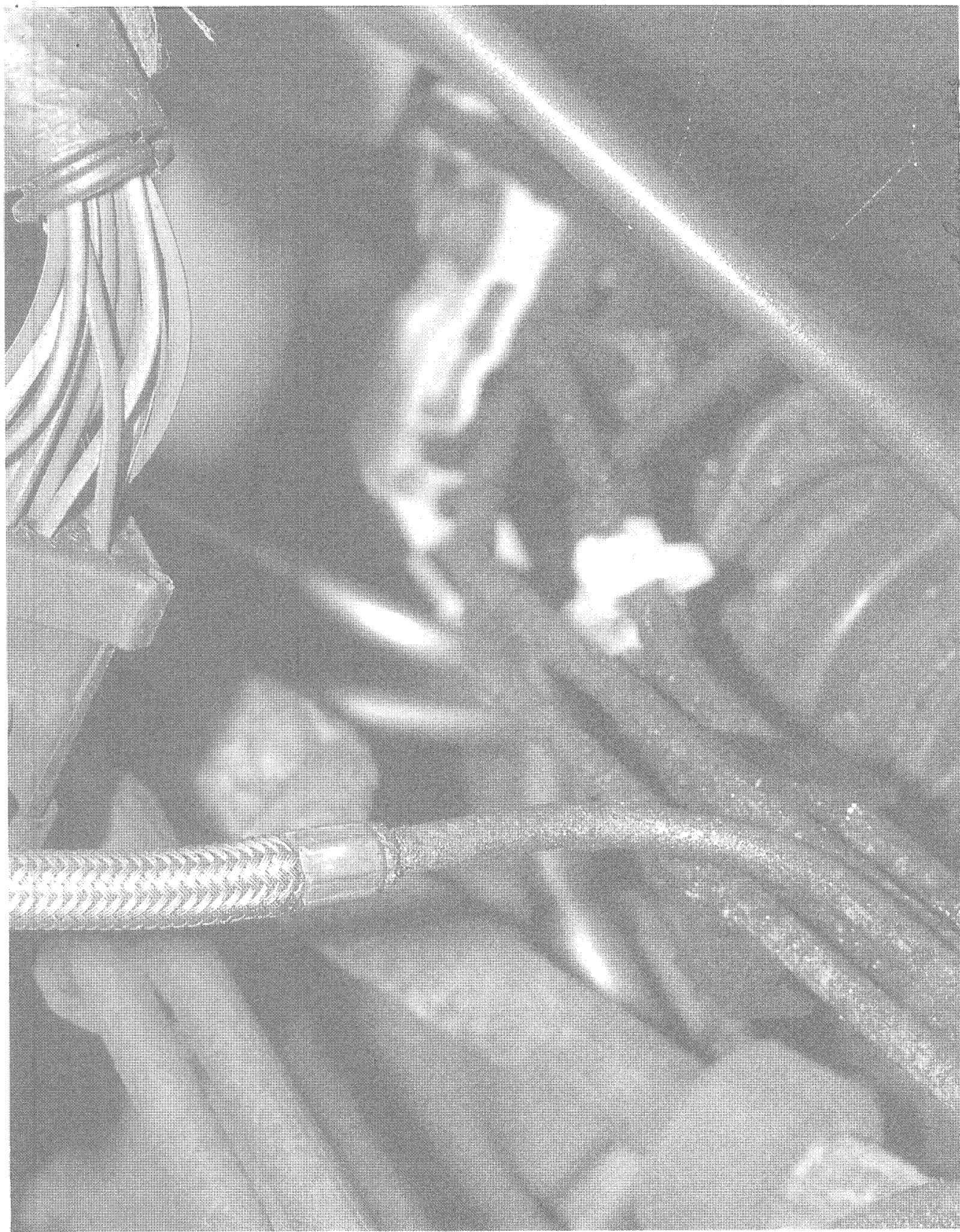


Exhibit "D"



CONFIDENTIAL





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Condition of housing lanes





Multi-Point Inspection Report Card As Recommended by Ford Motor Company

Customer Name: Fu Hoss Year/Model: 97 Town Car Date: 07/13/04
RO/ Tag: 155837 Mileage: 70185

MAY REQUIRE FUTURE ATTENTION

Check Fluid Levels and Fill			
OK	FILL	OK	FILL
☐	☐	☐	☐
Engine Oil		Power Steering	
☐		☐	
Transmission (if equipped with dipstick)		Coolant Recovery Reservoir	
☐		☐	
Brake Reservoir		Window Washer	
☐		☐	

☐	☐	Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps
☐	☐	Windshield washer spray, wiper operation and wiper blades
☐	☐	Windshield for cracks, chips and pitting
☐	☐	Radiator, heater, and air-conditioning hoses for leaks and damage
☐	☐	Engine air filter
☐	☐	Oil and/or fluid leaks
☐	☐	Constant velocity (CV) drive axle boots (if equipped)
☐	☐	Exhaust system (leaks, damage, loose parts)
☐	☐	Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)
☐	☐	Steering and steering linkages
☐	☐	Shocks/struts and other suspension components for leaks and/or damage
☐	☐	Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise
☐	☐	Engine Cooling system, hoses and clamps
☐	☐	Accessory drive belt(s)
☐	☐	Clutch operation (if equipped)

State Inspection Due (If Applicable) MO / DAY / YEAR

Comments: _____

Service Advisor: Walter

Technician: Tom

Check Battery			
☒ Good	Factory Spec Cold Cranking Amps <u>650</u>	☒ Good	☐ Bad
☐ Recharge		Battery Terminals (Clean if necessary)	
☐ Bad	Actual Cold Cranking Amps <u>650</u>		

Check Brakes			
Measure Front / Rear Brake Linings			
LF			RF
☒			☒
☐			☐
☐			☐
LR			RR

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Brake Measurements Not Taken This Service Visit ☐

Comments: _____

Check Tires			
TREAD DEPTH			
LF			RF
☒	7/32 or Greater	☒	7/32 or Greater
☒	4/32 to 6/32	☒	4/32 to 6/32
☐	3/32 or less	☐	3/32 or less
☒	7/32 or Greater	☒	7/32 or Greater
☒	4/32 to 6/32	☒	4/32 to 6/32
☐	3/32 or less	☐	3/32 or less
LR			RR

WEAR PATTERN / DAMAGE			
☐	LF	☐	RF
☐	LR	☐	RR

Tire Wear Indicates:

☐ Alignment Check Needed ☐ Wheel Balance Needed

Comments: _____

Tire Pressure Set to Factory Recommended PSI FRONT ☐ REAR ☐

Customer Signature: _____

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).