



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

Repository ☐

2006 OCT 31 PM 2:15
05-OCT-2006

Reference No.
10170023

OWNER INFORMATION (Type or Print)

Name
Address
City NARMADUKE State AR 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 10/30/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1LNHM82V		Make LINCOLN	Model TOWN CAR	Model Year 1999
Date Purchased 01-SEP-00	Dealer's Name and Telephone Number BUD SCHELL FORD UNKNOWN		Engine: No. Cylinders 6	Fuel Type: Gas
Original Owner ☐	Dealer's City DEXTER	State MO	Zip Code 	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain UNKNOWN	Vehicle Component Code 140000 AIR BAGS	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-AUG-2005	Failure Mileage 110000	Failure Speed 2	
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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: DOTM15ABC036)	☐ 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 1	Number of Deaths 0	Reported to Police Y
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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 WHILE DRIVING 2MPH THROUGH A PARKING LOT, THE FRONT DRIVER SIDE AIRBAG DEPLOYED WITHOUT WARNING. UPON DEPLOYMENT OF THE AIRBAG, THE CONTACT, WHO WAS NOT WEARING A SEAT BELT, WAS PUSHED ASIDE INTO THE CENTER CONSOLE, AND LOST CONTROL OF THE VEHICLE. THE VEHICLE ROLLED OVER A PARKING LOT DIVIDER, AND CRASHED INTO ANOTHER VEHICLE. THE CONTACT SUSTAINED MINOR INJURIES. DUE TO THE LOW SPEED OF THE CRASH, THE VEHICLE SUSTAINED MINOR DAMAGE. A POLICE REPORT WAS TAKEN. THE VEHICLE WAS INSPECTED BY A DEALER AND AN INSURANCE ADJUSTOR WHO WERE UNABLE TO DETERMINE THE CAUSE OF THE AIRBAG DEPLOYMENT. THE MANUFACTURER WAS ALSO ALERTED.

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 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.

copy

ARTI, LLC

Accident Reconstruction - Technical Investigations

[REDACTED] Little Rock, AR [REDACTED]
[REDACTED]

September 24, 2006

Mr. Kendall Lewis
Allstate Insurance Co.
3900 Causeway Blvd., Ste 500
Metairie, LA 70002

Re: Claim #: [REDACTED]
Insured: [REDACTED] 1999 Lincoln Town Car
Loss: Unexpected Side Air Bag Deployment and
Resulting Collision, 8/28/2006

Dear Mr. Lewis,

You asked us to inspect the subject vehicle, and this letter will supplement our telephone conversations. The insured reported that she had backed out of a parking space at a medical facility and had traveled forward about 20 feet when her side air bag deployed unexpectedly. She was pushed to the side by the deployment and the car continued forward down a slope by itself, without her feet on any pedal.

The car jumped a curb and came to rest against a pickup parked at the side of the medical building. Plate 1 shows the general scene, and Plate 3 shows the damage to the right front of the subject vehicle. A copy of Paragould Police Accident Report 06 08 0871 is provided in Appendix 1.

You asked if there was evidence to indicate the reason for the air bag deployment. Glen Sain Ford Dealership in Paragould had been authorized to diagnose the car's air bag system, and you asked us to inspect the car when this was done. The inspection took place on September 21, 2006. There were three "hard" codes set in the vehicle's computer which were related to deployment of the side air bag. A copy of the three codes and their meanings are also provided in Appendix 1.

September 24, 2006

Mr. Kendall Lewis

Page 2

Information gathered at the scene was compared to damage to the car. There was no body damage resulting from the incident that might cause the driver's side bag to deploy. If a sensor receives a blow other than from a collision it may respond with an impact signal to the Restraint Control Module (RCM) which could then deploy a bag.

There was no damage to the left side crash sensor or to the floor pan under it that was caused by contact with the curb or truck. Hence, there was no blow to the sensor. Slight damage under the floor pan was not related to this incident (Plates 9 & 10).

Damaged wiring may also lead to unexpected deployment. The car was partially disassembled in a search for this type of damage, but none was found. Some of the wiring was inspected but searching all of the wiring by hand is not practical. It is more practical to replace all of the sensors and the control module (RCM) and let self-diagnostic procedures discover any flaw in hidden wiring. Code B1231 (see Appendix 1) indicates the RCM must be replaced now, and Ford procedures indicate all sensors should be replaced also.

In summary, there was no reason found for the side air bag to deploy, either as described by the insured or as a result of impacts or blows during the incident. Only the wiring in the vicinity of the driver's side sensor and seat was examined. The remainder of the wiring harness and the sensors and control module may be examined further. What was determined was that there is no damage to the vehicle that should cause deployment of a side air bag.

The explanation for hard code B1231 indicates that crash data has been stored in memory, which is not accessible with ARTI, LLC equipment. The manufacturer may be persuaded to analyze the data, which may be helpful in understanding why the side air bag deployed. Please feel free to call at your convenience.

Very truly yours,

ARTI, LLC





PLATE 1 : The insured had been parked as the blue
pick up on the left, the vehicle struck
was parked as the red SUV on the right.



PLATE 2 : Detail of the curb which the subject
Lincoln crossed during the incident. The
pavement arrow in Plate 1 points south,
away from the camera.



PLATE 3 : The right front of the Lincoln and damage repaired prior to the inspection, in this photo taken by Freemans Body Shop.



PLATE 4 : A second photo taken by Freemans Body Shop which shows no damage to the Lincoln's left side prior to repairs.



PLATE 5 : The driver's seat showing the air bag deployed and tucked behind the seat belt.

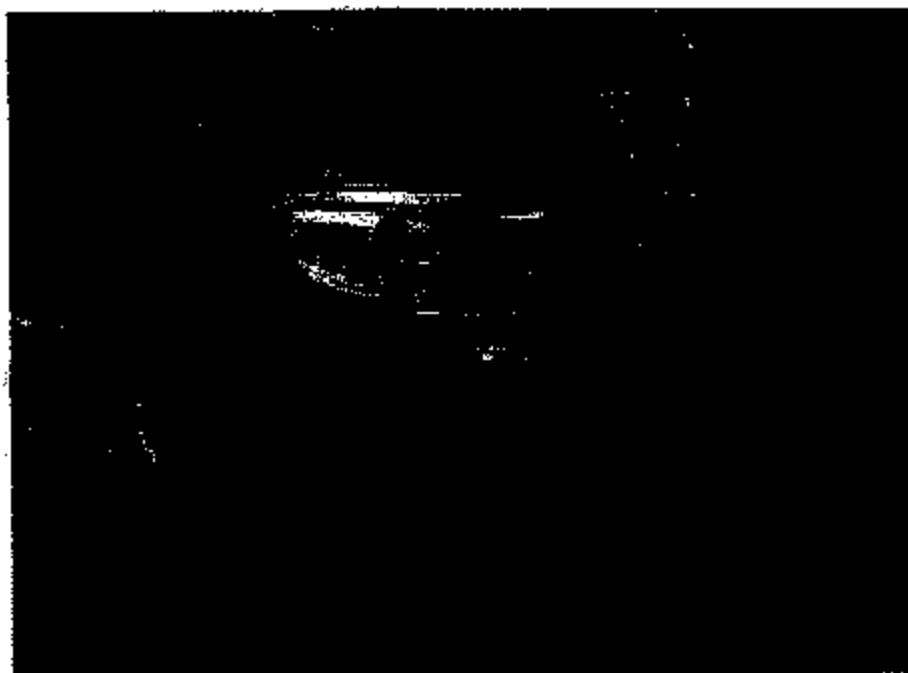


PLATE 6 : The right front of the Lincoln showing repairs that have been made to the bumper cover and headlight assembly.

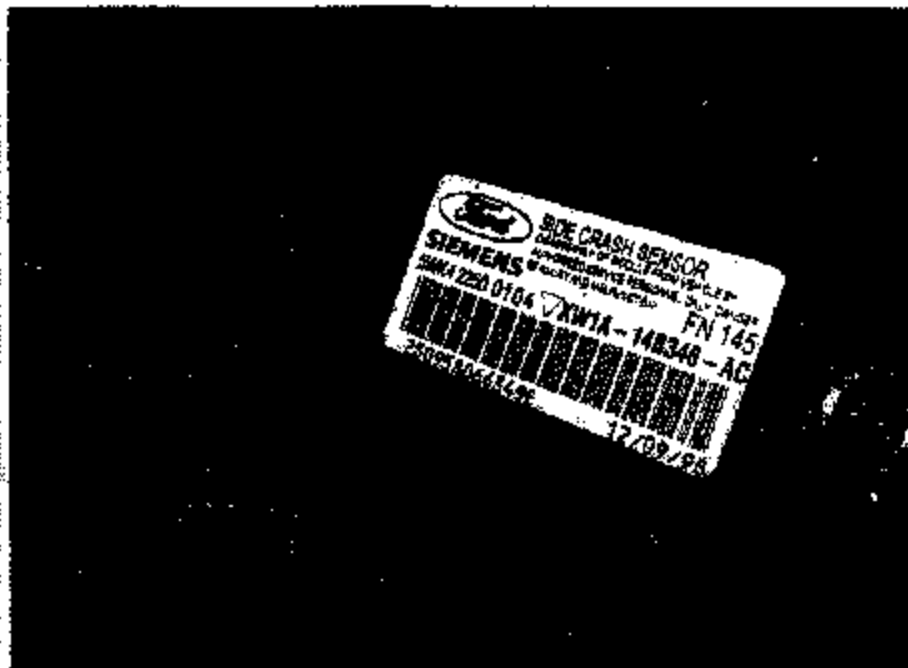


PLATE 7 : The driver's side crash sensor under the driver's seat and carpet.



PLATE 8 : The Restraint Control Module, mounted behind the front passenger's kick panel.

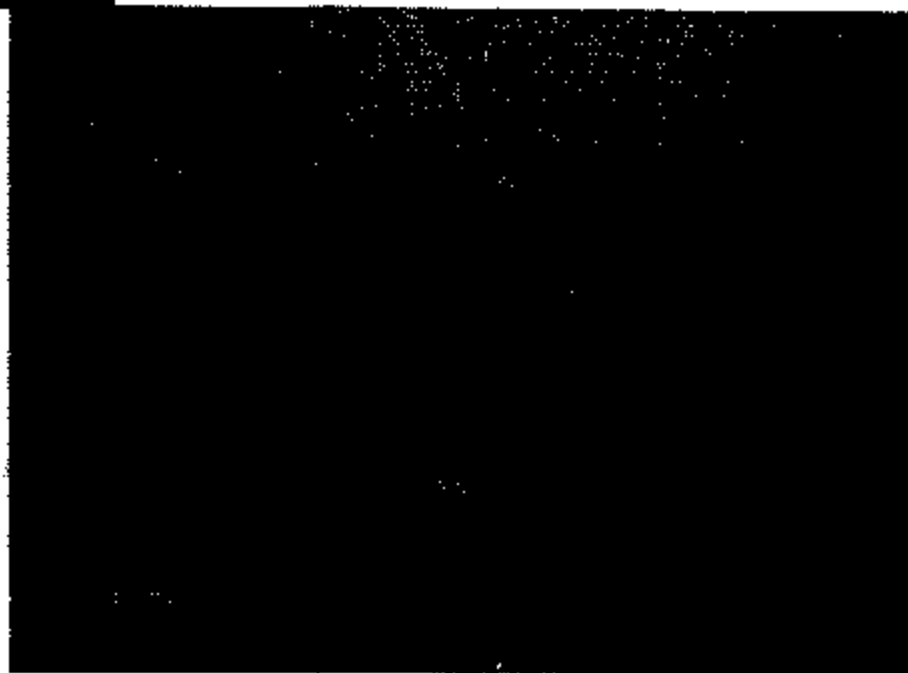
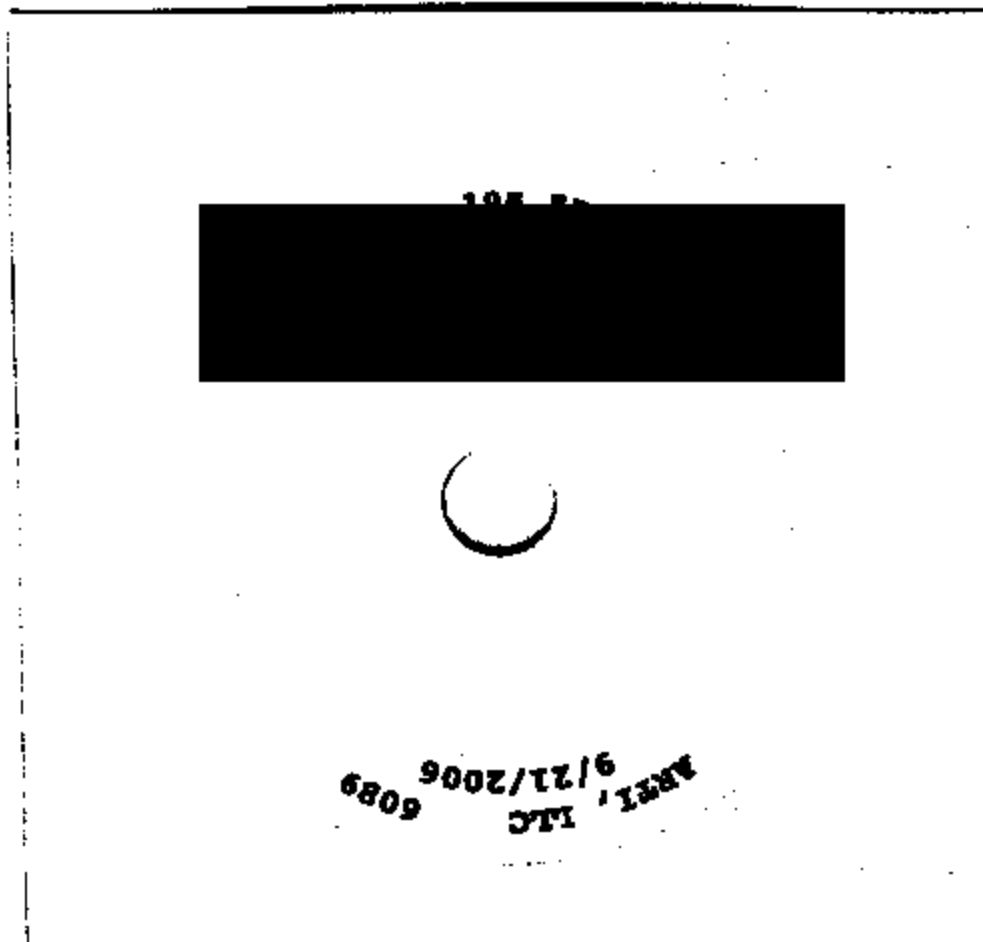


PLATE 9 : A small crease and scratches were observed in the floor pan below the driver's seat but not elsewhere lower.



PLATE 10 : The scratched area on the floor pan is above lower objects beneath the driver's seat, such as this undamaged bolt head. Neither was contacted by the curb line.

CD-ROM OF DIGITAL IMAGES



LIFT POCKET TO REMOVE CD

Image Files 6089A-01 to -53.JPG:

Neg	Description
1-10	Views in front of Arkansas Methodist Hospital in Paragould, where this incident occurred. In #2, the insured was parked as the blue pickup on the left, and the vehicle struck was parked as the red SUV on the right. The pavement arrow points south. The camera on the upper corner of the building was inoperative at the time of the incident.
11-12	Details of the curb which the subject vehicle crossed during the incident.
13-14	Corner views of the subject vehicle as inspected 9/21/2006.
15	The right front corner of the subject car after repairs to the fender and lights.
16	Looking down on the deployed driver's side air bag.

Neg	Description
17	The front seat area through the driver's window.
18-20	Looking up at scrapes under the radiator and a plate behind the engine.
21-23	Lack of scrapes along the driver's side floor rail in the area of the driver's seat.
24-28	Views of the left rear shock absorber mount and concrete damage there.
29	The front restraint sensor.
30	A label on the driver's door.
31-32	Two views of the driver's seat before removing it.
33	The back of the driver's seat as it was being removed.
34-35	Two views of the bottom of the driver's seat after its removal.
36-41	Views of the driver's side restraint sensor. #36 shows its location with carpet lifted, #41 shows the position with carpet lying flat.
42-43	Two pages of circuit diagrams for the air bag system.
44-46	Views of the Restraint Control Module (RCM) behind the front passenger kick panel.
47-48	Two views of the Repair Order authorizing Glen Sain Ford's diagnostic work.
49-53	Views of one small scrape under the driver's seat near the driver's air bag sensor. The scraped floor pan was well above lower parts nearby. The damage could not have been made by the curb without additional damage or marks being made by the curb.

Image Files mvc-026s to '-033s.JPG:

These photos were supplied by Freeman's Body Shop who repaired the right front corner damage.

Neg	Description
26-33	Five views of the subject vehicle before the collision damage was repaired. #28 shows the right front bumper corner and light detail.

APPENDIX 1

- 1 Two pages of Paragould Accident Report Number 06 08 0871, which describes a witness account on page 2. The pavement arrow in Plate 1 points south, away from the camera. AMMC is an abbreviation for Arkansas Methodist Medical Center.
- 2 Three pages of stored codes which relate to the air bag deployment (RCM). The descriptions on the right relate to the codes highlighted on the left.

8 28 06
MO DY YR
17:07
Time

Accident Report Number 08221
Property on Which Accident Occurred
901 W. Kingsbury (Ammc)

Injuries ☒ Yes
☐ No
2 COPY

Day of Week

Hit and Run

Yes

No

Number of
Vehicles
Involved

Vehicle #1 99 Lincoln TOW 40 Blu Reg. 997DLZ AR VIN 1LNHMBAU
YR Make Model Color LPN State

Owner [REDACTED]
Operator [REDACTED]
Operator License [REDACTED]
Insurance Co. ALLSTATE
Direction of Travel SOUTH
Other Occupants

Address [REDACTED]
Address [REDACTED]
Date of Birth [REDACTED] Age [REDACTED] Sex F
Agent [REDACTED] # [REDACTED]
Estimate of Damage \$ 1000.00

>>

Vehicle #2 05 FORD F15 FX Blk Reg. 194 ACW AR VIN 1FTBE145
YR Make Model Color LPN State

Owner Chad or Charla Lamar
Operator CHARLOTTE J. LAMAR
Operator License 921539611
Insurance Co. STATE FARM
Direction of Travel STATIONARY
Other Occupants

Address 700 GO. 142 RD 1 W. AR. 72426
Address 700 GO. 142 RD 1 W. AR. 72426
Date of Birth 01/28/74 Age [REDACTED] Sex M
Agent 37 2242-ADL-646 Ph. # [REDACTED]
Estimate of Damage \$ 1000.00

>>

Damage to Property Other Than Vehicles None

Owner _____ Address _____ (Describe) _____ Estimate _____

Descriptions/Statements/Witnesses

No Diagram

V-1 (McDowell) was traveling south through parking lot.
V-2 (Lamar) was parked on west side of Proportional Building next to travel lane.
As McDowell attempted to turn left and travel in front of Proportional Building the driver side / side impact air bag deployed causing McDowell to lose control of vehicle.

Investigator CP R. Zeman Badge # 831 Date Submitted 8/29/06

OVER →

██████████ vehicle continued to travel south, jump a curb and
struck V-1 on left rear. ██████████ reported injuries to her
side but did not request medical treatment at the scene. **COPY**
██████████ witness Tammy Luke reported she heard a loud noise come from
██████████ vehicle prior to impact.

Select Option

RCM ODDTCs

B1231 - RCM

B1994 - RCM

U2017 - RCM

RCM CMDTCs

B1231 - RCM

B1994 - RCM

U2017 - RCM

Restraint Control Module

Description - B1231

Crash detected.

--- Possible Causes ---

Longitudinal acceleration exceeded threshold and firing decision made.
Crash data stored in memory.

The RCM crash data memory is full, due to a crash event that has deployed the air bags.

Select Option**RCM ODDTCs****B1231 - RCM****B1994 - RCM****U2017 - RCM****RCM CMDTCs****B1231 - RCM****B1994 - RCM****U2017 - RCM****Restraint Control Module****Description - B1994****Side Airbag Open Circuit (Drivers)****— Possible Causes —****Drivers Side, Side Mount AirBag Circuit
Open****-Suspect****Driver Side,Side AirBag circuit wiring****Driver Side,Side AirBag****AirBag module**

Select Option**RCM ODDTCs**

B1231 - RCM

B1994 - RCM

U2017 - RCM

RCM CMDTCs

B1231 - RCM

B1994 - RCM

U2017 - RCM

Restraint Control Module**Description - U2017**

Side Crash Sensor Communications
Fault (Driver's)

Refer to the workshop manual for
further diagnosis and repair.

Operator Action

Run self test.

All CMDTCs

Fix all relevant DTCs then clear
codes and retest.

Modules should never be replaced
based only on a 'U' code. These
codes do not always indicate a
problem, and can be caused by
normal diagnostic functions, carried
out on the vehicle.