



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

2007 SEP -5 PM 1:04
 08-JUN-2007

Repository

Reference No.
 10192772

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City CHARLESTON State AR Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 representative, you must provide your name or address to the vehicle manufacturer.
 Signature of Owner [REDACTED] Date 8/10/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
 1LNHM81W6XY [REDACTED] Make LINCOLN Model TOWN CAR Model Year 1999

Date Purchased
 10-APR-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
 FRONT WHEEL DRIVE

Vehicle Component Code

021530 SUSPENSION:FRONT:CONTROL ARM:LOWER ARM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
 05-APR-2003

Failure Mileage
 27000

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 Yes No Fire Yes No
 Number of Persons Injured 0 Number of Deaths 0 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).

TL*THE CONTACT OWNS A 1999 LINCOLN TOWN CAR. WHILE DRIVING AT ANY SPEED, THE CONTACT HEARD A WHINY, SQUEAKY NOISE COMING FROM THE FRONT OF THE VEHICLE. THE DEALER STATED THAT NOTHING WAS WRONG, HOWEVER THE NOISE HAS INTENSIFIED. THE MECHANIC STATED THAT THE LOWER CONTROL ARM WAS FAILING, SIMILAR TO THE FAILURE NOTED IN RECALL # 98V322000 (SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT). THE MANUFACTURER STATED THAT THE VIN IS NOT INCLUDED IN THE RECALL. THE CURRENT MILEAGE IS 90,000 AND FAILURE MILEAGE WAS 27,000.

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)

With the lower control arm, it also ^{makes a} pop sound. The sounds started while under manufacturer's warranty. The dealership ignored my requests to fix the problem while under warranty. Also the vinyl bandau top, while still under warranty was showing the vinyl top fasteners through and this was ignored as requested several times to be fixed. I had taken my vehicle to my mechanic and it is his findings about the lower control arm. This problem started while UNDER WARRANTY. Patnam Lincoln ignored it! The lower control arm has a serious effect on the CV boot and if both break I can loose control of the car.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



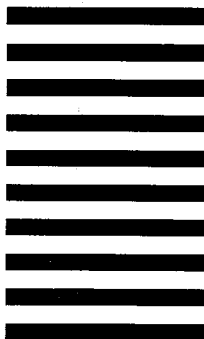
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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-210
400 7th Street, SW
Washington, DC 20590



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

