



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 100415

Date Received

2007 DEC 12 AM 10:02
11-SEP-2007

Repository

Reference No.
10203728

OWNER INFORMATION (Type or Print)

Name

Address

City

ANTIOCH

State IL

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

ILNHM97V9

Make

LINCOLN

Model

CONTINENTAL

Model Year

2001

Date Purchased

01-JAN-05

Dealer's Name and Telephone Number

Lyons Ryan Ford

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

Antioch

State

IL

Zip Code

60007

Transmission Type

Automatic

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

120000 EXTERIOR LIGHTING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-SEP-2007

Failure Mileage

Failure Speed

Front Headlamp Condensation

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

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).

2001 LINCOLN CONTINENTAL CONDENSATION IN FRONT HEADLAMP SEAL. CUSTOMER BELIEVES THERE IS SOMETHING WRONG WITH THE SEAL. MANUFACTURER STATED IT WAS HER RESPONSIBILITY TO REPLACE IT. *KB
THE CONSUMER IS SEEKING RELIEF FOR REPAIRS AND OR POSSIBLE REPLACEMENT IF NECESSARY AND ATTACHED EXTENDED WARRANTY.
*TR

This is obviously a manufacturing defect. I have never had this problem with any of the cars I have had in the past.

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.



Ford Customer Service Division

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

September 7, 2007

Mr. Daniel Ligocki
Office of Attorney General
500 South Second Street
Springfield, IL 62706

Re: [REDACTED]
File: 2007-CONSC-[REDACTED]
VIN: 1LNHM97V9[REDACTED]

Dear Mr. Ligocki,

This is in response to your letter of August 30, 2007 regarding [REDACTED] 2001 Continental.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit substantial resources and effort in a sincere attempt to resolve the concerns of our owners.

Our Regional Escalations Specialist, Ms. Nancy Bortz, reviewed [REDACTED]'s concern. Ford Motor Company will not be providing assistance towards the repair cost of the concern. Also, the repairs are not covered under the vehicle's ESP.

Thank you for taking the time to bring this matter to our attention. We recognize the importance of retaining your confidence in us and are striving to ensure your satisfaction. Please consider this our closing report.

Sincerely,

Tanya Arteaga
Consumer Intervention

CC: [REDACTED]





OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

September 19, 2007

[REDACTED]
Antioch, IL 60002

Re: Ford Motor Company
File No: 2007-CONSC [REDACTED]

Dear [REDACTED]

I have reviewed all of the information and correspondence concerning your complaint. The matter has not been resolved and attempts at informal mediation have failed. Since formal enforcement action by this office is not warranted, we are closing your file at this time. Your file will be retained by this office. One of the most valuable ways we can learn of problems existing in the market place is by receiving complaints from concerned citizens.

If you wish to pursue this matter further, the following alternatives are suggested:

- (a) Discuss the matter with a private attorney.
- (b) Taking the matter to small claims court.

Thank you for taking the time to express your concerns.

Sincerely,

Daniel Ligocki

Daniel Ligocki
Citizen's Advocate
Consumer Protection Division
(312) 814-3866

enc.
/jsm