



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 OCT 24 AM 8:11

25-SEP-2007

Repository ☐

Reference No.

10204057

OWNER INFORMATION (Type or Print)

Name

Address

City

WOODBINE

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to release information about your vehicle?
In the absence of an authorized signature, the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

10/3/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1LNLM82W6V

Make

LINCOLN

Model

TOWN CAR

Model Year

1997

Date Purchased

06-JAN-97

Dealer's Name and Telephone Number

Safford Lincoln (301) 890-3900

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

46

Transmission Type

☒ Antilock Brakes

Powertrain

REAR WHEEL DRIVE

AUTOMATIC

☒ Cruise Control

Vehicle Component Code

021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-SEP-2007

Failure Mileage

78500

Failure Speed

55

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

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 1997 LINCOLN TOWN CAR. WHILE DRIVING 55 MPH, THE CONTACT HEARD A CLICKING NOISE COMING FROM THE FRONT OF THE VEHICLE. THE VEHICLE BEGAN PULLING TO THE RIGHT AND BECAME DIFFICULT TO STEER. SHE TOOK THE VEHICLE TO THE DEALER AND THEY PERFORMED A DIAGNOSTIC TEST. THE RESULTS INDICATED THAT THE LOWER BALL JOINTS NEEDED TO BE REPLACED. THE LOWER BALL JOINTS WERE REPLACED THREE YEARS AGO. THE CURRENT MILEAGE WAS 80,000 AND FAILURE MILEAGE WAS 78,500.

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)

*To Whom it May Concern - See recall for my other
Lincoln Towncar which is a Executive Model. The
Second car which I am complaining about. The signature
invoice and recall information is enclosed. I misplaced
my invoice and purchase the replacement left and
right Ball Joints plus arms but couldn't locate I have
pulled data from the internet but both Ford and
the dealer claim that my vin number does not
match what I... have recalled*

00518110

TA+

NECESSARY

www.csl.com/online/service/index.html

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

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FREDERICK MD 217

19 OCT 07 PM 1 T

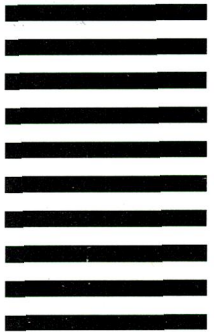
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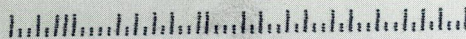
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



20590+9554



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

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

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


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Recalls

Recalls

1997 Lincoln Town Car Signature

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7 Recall Notices

These recall notices may not apply to all vehicles. Please contact your dealer for more details or contact the National Highway Traffic Safety Administration's Auto Safety hotline at 1-888-DASH-2-DOT (1-888-327-4236).

Campaign Number: 07V336000 **Date:** 2007-Aug-03

Component: Vehicle Speed Control

Defect Summary: ON CERTAIN PICKUP TRUCKS, PASSENGER VEHICLES, SPORT UTILITY VEHICLES, AND MOTOR HOMES CHASSIS, THE SPEED CONTROL DEACTIVATION SWITCH MAY, UNDER CERTAIN CONDITIONS, LEAK INTERNALLY AND THEN OVERHEAT, SMOKE, OR BURN.

Consequence Summary: THIS COULD RESULT IN AN UNDERHOOD FIRE.

Corrective Summary: DEALERS WILL INSTALL A FUSED WIRING HARNESS. OWNERS OF THE PASSENGER CARS INCLUDED IN THIS CAMPAIGN WILL BE INSTRUCTED TO RETURN THEIR VEHICLES TO THEIR DEALERS TO HAVE THE SPEED CONTROL DEACTIVATION SWITCH DISCONNECTED AS AN INTERIM REPAIR. AS SOON AS REPAIR PARTS ARE AVAILABLE (EXPECTED OCTOBER 2007), OWNERS WILL BE INSTRUCTED TO RETURN TO THE DEALERS FOR INSTALLATION OF A FUSED WIRING HARNESS. THE RECALL BEGAN ON AUGUST 13, 2007, AND MAILING COMPLETED BY SEPTEMBER 19, 2007. OWNERS MAY CONTACT FORD AT 1-888-222-2751.

Campaign Number: 01V318000 **Date:** 2001-Oct-03

Component: Air Bags: Frontal: Driver Side Inflator Module

Defect Summary: EQUIPMENT DESCRIPTION: PASSENGER VEHICLES THAT HAVE HAD THE DRIVER'S AIR BAG MODULE REPLACED AFTER APRIL 5, 2000. THE REPLACEMENT DRIVER'S AIR BAG MODULE INFLATOR MAY HAVE INSUFFICIENT WELDS THAT COULD PREVENT PROPER INFLATION OF THE AIR BAG.

Consequence Summary: IN THE EVENT OF A CRASH, THE DRIVER'S AIR BAG MAY NOT PROPERLY DEPLOY WHICH COULD POTENTIALLY RESULT IN LESS THAN THE INTENDED LEVEL OF OCCUPANT PROTECTION.

Corrective Summary: DEALERS WILL INSPECT AND, IF NECESSARY, REPLACE THE DRIVER'S AIR BAG MODULE. OWNER NOTIFICATION BEGAN OCTOBER 5, 2001. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FORD AT 1-866-436-7332.

Campaign Number: 00V157001 **Date:** 2000-Jun-12

Component: Seat Belts: Front: Anchorage

Defect Summary: VEHICLE DESCRIPTION: PASSENGER VEHICLES USING AFTERMARKET DRIVER'S SEAT BELT ASSEMBLIES THAT WERE SOLD BY FORD PARTS DEPARTMENTS FROM JANUARY 1, THROUGH JUNE 13, 2000. THESE SEAT BELT ASSEMBLIES FAIL TO COMPLY WITH THE REQUIREMENTS OF FMVSS NO. 209, "SEAT BELT ASSEMBLIES." THE EQUIPMENT INVOLVED IS SERVICE STOCK SEAT BELT ASSEMBLIES, MODEL NOS. H 9977, H 9979, T 9063, AND T 9217, BUILT BY TRW VEHICLE SAFETY SYSTEMS, INC. (TRW) MANUFACTURED FROM JUNE 1, 1998 THROUGH MAY 21, 2000. SOME OF THESE SEAT BELT ASSEMBLIES MAY HAVE BEEN INSTALLED AS SERVICE REPLACEMENT EQUIPMENT ON THE VEHICLES INVOLVED IN THE RECALL.

Consequence Summary: IN THE EVENT OF A COLLISION, THESE SEAT BELTS MAY NOT RESTRAIN AN OCCUPANT INCREASING THE RISK OF INJURY.

Corrective Summary: DEALERS WILL INSPECT THESE VEHICLES AND REPLACE THE SERVICE SEAT BELT ASSEMBLIES THAT WERE INSTALLED IN THESE VEHICLES FROM JANUARY 1 THROUGH JUNE 13, 2000.

Campaign Number: 00V157002 **Date:** 2000-Jun-12

Component: Seat Belts: Front: Anchorage

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Defect Summary: VEHICLE DESCRIPTION: PASSENGER VEHICLES USING AFTERMARKET FRONT PASSENGER SIDE SEAT BELT ASSEMBLIES THAT WERE SOLD BY FORD PARTS DEPARTMENTS FROM JANUARY 1, THROUGH JUNE 13, 2000. THESE SEAT BELT ASSEMBLIES FAIL TO COMPLY WITH THE REQUIREMENTS OF FMVSS NO. 209, "SEAT BELT ASSEMBLIES." THE EQUIPMENT INVOLVED IS SERVICE STOCK SEAT BELT ASSEMBLIES, MODEL NOS. H 9977, H 9979, T 9063, AND T 9217, BUILT BY TRW VEHICLE SAFETY SYSTEMS, INC. (TRW) MANUFACTURED FROM JUNE 1, 1998 THROUGH MAY 21, 2000. SOME OF THESE SEAT BELT ASSEMBLIES MAY HAVE BEEN INSTALLED AS SERVICE REPLACEMENT EQUIPMENT ON THE VEHICLES INVOLVED IN THE RECALL.

Consequence Summary: IN THE EVENT OF A COLLISION, THESE SEAT BELTS MAY NOT RESTRAIN AN OCCUPANT INCREASING THE RISK OF INJURY.

Corrective Summary: DEALERS WILL INSPECT THESE VEHICLES AND REPLACE THE SERVICE SEAT BELT ASSEMBLIES THAT WERE INSTALLED IN THESE VEHICLES FROM JANUARY 1 THROUGH JUNE 13, 2000.

Campaign Number: 98V322000 **Date:** 1998-Dec-16

Component: Suspension: Front: Control Arm: Lower Ball Joint

Defect Summary: VEHICLE DESCRIPTION: CERTAIN 1996-1999 FORD CROWN VICTORIA POLICE, FLEET, NATURAL GAS, AND 1996-1999 LINCOLN TOWN CAR LIMOUSINE VEHICLES THAT WERE PRODUCED WITH A LOWER CONTROL ARM BALL JOINT CONTAINING A ONE PIECE BEARING; AND 1990-1996 FORD CROWN VICTORIA POLICE, FLEET, AND NGV VEHICLES AND 1990-1996 LINCOLN TOWN CAR LIMOUSINE VEHICLES THAT HAVE BEEN SERVICED WITH EITHER A BALL JOINT CONTAINING THE ONE-PIECE BEARING OR A FRONT LOWER CONTROL ARM CONTAINING A BALL JOINT WITH A ONE-PIECE BEARING. THE ONE-PIECE BEARING WITHIN THE LOWER CONTROL ARM BALL JOINT CAN WEAKEN SLOWLY DURING USE AND EVENTUALLY CRACK. THIS COULD RESULT IN SEPARATION OF THE BALL AND CAP OF THE JOINT, ALLOWING THE CONTROL ARM TO DROP TO THE GROUND.

Consequence Summary: IF THIS OCCURS WHILE THE VEHICLE IS MOVING, REDUCED STEERING CONTROL COULD OCCUR, INCREASING THE RISK OF A CRASH.

Corrective Summary: DEALERS WILL REPLACE THE LOWER CONTROL ARM BALL JOINTS (2).

Campaign Number: 98I001000 **Date:** 1998-Apr-07

Component: Service Brakes, Hydraulic: Foundation Components: Hoses, Lines/piping, And Fittings

Defect Summary: THIS IS NOT A SAFETY RECALL IN ACCORDANCE WITH FEDERAL REGULATION 573. HOWEVER, IT IS DEEMED A SAFETY IMPROVEMENT CAMPAIGN BY THE AGENCY. FORD IS INITIATING AN OWNER NOTIFICATION PROGRAM FOR OWNERS OF CERTAIN 1995-1997 CROWN VICTORIA MODEL VEHICLES WITH POLICE, TAXI, AND COMMERCIAL FLEET PACKAGES AND TOWN CAR VEHICLES WITH THE LIVERY PACKAGE. THESE VEHICLES MAY HAVE INSUFFICIENT CLEARANCE BETWEEN THE BRAKE LINE AND THE UNDERBODY FRONT FLOOR PAN ASSEMBLY WHICH COULD CAUSE WEAR OF THE BRAKE LINES.

Consequence Summary: THIS COULD LEAD TO BRAKE FLUID LOSS FOR THE REAR BRAKES AND, POTENTIALLY, INCREASED STOPPING DISTANCES.

Corrective Summary: DEALERS WILL INSPECT THE BRAKE LINES FOR WEAR, INSTALL TWO NEW TUBE BUNDLE CLIPS, AND CHECK THE BRAKE LINES FOR PROPER CLEARANCES. IF THE BRAKE LINES ARE WORN, THE DAMAGED SECTION OF THE BRAKE LINE WILL BE REPLACED.

Campaign Number: 96V231000 **Date:** 1996-Nov-12

Component: Air Bags: Frontal

Defect Summary: TWO BOLTS THAT ATTACH THE DRIVER AIR BAG TO THE STEERING WHEEL WERE NOT INSTALLED DURING VEHICLE ASSEMBLY.

Consequence Summary: IN THE EVENT OF A FRONTAL COLLISION, THE AIR BAG MODULE WOULD STAY IN POSITION DURING DEPLOYMENT. HOWEVER, THE MODULE COULD LEAVE THE STEERING WHEEL CAVITY FOLLOWING AIR BAG DEPLOYMENT.

Corrective Summary: DEALERS WILL INSPECT THE VEHICLES AND INSTALL ANY BOLTS THAT ARE MISSING.

