



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

2007 DEC 12 PM 12:31  
09-OCT-2007

Reference No.  
10205259

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City LINDALE

State TX

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 12/10/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1LNHM82W31 [REDACTED]

Make LINCOLN

Model TOWN CAR

Model Year 2001

Date Purchased  
01-NOV-03

Dealer's Name and Telephone Number  
WAGBART LINCOLN MERCURY

Engine:  
No: Cylinders 8

Fuel Type:  
Gas

Original Owner

Dealer's City  
CLEBURNE

State TX

Zip Code 76031

Transmission Type  
AUTOMATIC

Antilock Brakes  
 Cruise Control

Powertrain  
REAR WHEEL DRIVE

Vehicle Component Code  
114000 ELECTRICAL SYSTEM: WIRING

Multiple Failure: 7

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
01-APR-2004

Failure Mileage  
45000

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 2001 LINCOLN TOWN CAR. THE CONTACT STATED THAT THE AIR BAG WARNING LIGHT REMAINED ILLUMINATED. THE DEALER STATED THAT THE WIRING HARNESS WAS DEFECTIVE AND THEY MADE THE REPLACEMENT. APPROXIMATELY TWO MONTHS LATER THE AIR BAG WARNING LIGHT ILLUMINATED. THE DEALER STATED THAT WIRING HARNESS SHOULD BE REPLACED. THE DEALER MADE THE REPLACEMENT HOWEVER THE AIR BAG WARNING LIGHT ILLUMINATED AGAIN APPROXIMATELY ONE MONTH LATER. AS OCTOBER 9, 2007, THE DEALER HAD NOT REPAIRED THE VEHICLE. THE FAILURE MILEAGE WAS 45,000 AND THE CURRENT MILEAGE WAS 98,000.

*The light has come on periodically since the first repair. We are sending copies of dealer repairs & it shows on their invoice as an electrical problem. The light still comes on once a week. We believe it is a safety officer said the air bag will not work if light is on. Dealer has had many repairs.*

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Air bag ~~has~~ light has come on many times since used  
205, 100 miles, [redacted] have worked on the many times, at  
least 6 or 7. Myself was done at Longhorn Ford in Mercedes,  
Texas & the past time at Jack's & Diamonds Tire Shop in Tyler, Texas.  
The light 2 ~~times~~ times when the car was taken in the light  
stayed on every time the car was driven. The car stayed  
where one week ~~each~~ each time & they said the light ~~had~~  
not come on. After we took it home it stayed off for a week or 2,

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

EAST TEXAS P&DC TX 757 2 T 24 OCT 2007 PM

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

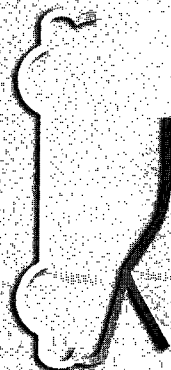
POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 400 7th Street, SW Washington, DC 20590

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

