



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

2008 JAN 10 AM 10:56
13-DEC-2007

Repository ☐

Reference No.
10211785

OWNER INFORMATION (Type or Print)

Name

Address

City

HACIENDA HEIGHTS

State

CA

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 12/26/07

VEHICLE INFORMATION

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

1LNHM87A43Y

Make

LINCOLN

Model

LS

Model Year

2003

Date Purchased
01-JUL-03

Dealer's Name and Telephone Number
CERRITOS LINCOLN MERCURY (562) 405-3500

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner
☒

Dealer's City
CERRITOS

State
CA

Zip Code
90703

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-OCT-2007

Failure Mileage
44000

Failure Speed
40

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 2003 LINCOLN LS. THE CONTACT STATED THAT THE ENGINE GOES INTO THE FAIL SAFE MODE WITHOUT WARNING. THE FAILURE HAS OCCURRED THREE TIMES WITHIN THE PAST MONTH WHILE DRIVING 40-45 MPH. THE DEALER HAS NOT BEEN ABLE TO CORRECT THE FAILURE. FORD MOTOR COMPANY HAS YET TO RESPOND. THE FAILURE MILEAGE WAS 44,000 AND CURRENT MILEAGE WAS 45,000.

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 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.

December 26, 20007

Since I filed this report, I have contacted Ford Motor Company. My contact is Abe Bush, 866-631-3788, ext 7032. He had no data on what is creating this problem. He instructed the dealership to install an onboard recording device that I activate when I have this failure again so they can identify the failure. This is all well and good except there is no warning when the vehicle goes into the safe mode. When this happens the vehicle immediately slows to 20 mph and cannot accelerate. The third time this happened I was in freeway traffic running at about 55 mph. I was in the slow lane with 18 wheelers on both sides of me. Fortunately, I was able to get into a dirt construction area or no doubt this would have created a major accident since the trucks had to brake hard to avoid me.

Ford is putting me a very precarious and dangerous position. I have a vehicle that can fail at any time. I could be making a turn or be in an intersection or a variety of other dangerous scenarios. I will not drive this car on the freeway and yet I must drive approximately 500 miles per week on surface streets worrying when it will fail. I have attached all of the documentation and Ford has a complete record. If this problem is not fixed I will have to drive this car not knowing when it will fail again. What are my options?

Thank you,

[REDACTED]

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).