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

2008 JAN 14 AM 7:22

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
20-DEC-2007	Reference No. 10212442

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City: BLOOMINGTON	State: IL	Zip Cod[redacted]	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 1/2/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1LNHM82W4[redacted]	LINCOLN	TOWN CAR	2003

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
21-DEC-03	Jim Xamis Ford Lincoln Mercury			No: Cylinders 8	Gas
Original Owner ☒	Dealer's City: Lincoln, Illinois	State	Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	REAR WHEEL DRIVE	022000 SUSPENSION:REAR Multiple Failure: 63

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
23-AUG-2007	47000		

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Iniured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 TOWN CAR. WHILE DRIVING AT AN UNKNOWN SPEED, THE CONTACT HEARD A LOUD NOISE COMING FROM THE REAR AXLE. HE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT THE VIN WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 04V328000 (SUSPENSION:REAR) AND WOULD NOT REPAIR THE VEHICLE FOR FREE. THE VEHICLE HAS NOT BEEN REPAIRED. THE CONTACT FILED A FORMAL COMPLAINT WITH THE MANUFACTURER. THE FAILURE MILEAGE WAS 47,000 AND CURRENT MILEAGE WAS 47,500.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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).