



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 29 AM 7:26

FOR AGENCY USE ONLY 100148

Date Received

02-JAN-2008

Repository ☐

Reference No.

10213395

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED] Evening Telephone Number [REDACTED]
City BOYNTON BEACH State FL Zip Code [REDACTED]

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 1/10/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1LNLM81W7V [REDACTED] Make LINCOLN Model TOWN CAR Model Year 1997
Date Purchased 22-MAR-97 Dealer's Name and Telephone Number MANHATTAN LINCOLN - MERCURY Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner ☒ Dealer's City ROCKVILLE State MD Zip Code 20850
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 180000 VEHICLE SPEED CONTROL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 15-AUG-2007 Failure Mileage 114957 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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. HE RECEIVED A SAFETY RECALL NOTIFICATION IN AUGUST 2007 FOR THE VEHICLE SPEED CONTROL (NHTSA CAMPAIGN ID #07V336000). THE DEALER DISCONNECTED THE VEHICLE SPEED CONTROL IN AUGUST OF 2007 AND STATED THAT THE PART WOULD BE AVAILABLE IN OCTOBER. AS OF JANUARY 2, 2008, THE DEALER HAD NOT REPAIRED THE VEHICLE. THE CURRENT MILEAGE WAS 114,957 AND THERE HAD BEEN NO FAILURE TO DATE.

FORD MOTOR CO PROMISED TO HAVE THE NECESSARY PARTS, IN ORDER TO RECONNECT THE SPEED CONTROL FUNCTION, BY OCTOBER '07 THEN BY DECEMBER '07, AND NOW THEY SAY THE PARTS WONT BE AVAILABLE UNTIL APRIL '08. THIS SHOWS THEY HAVE NOT REALLY FIXED THE SAFETY ISSUE

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)

I BELIEVE THAT THE FORD MOTOR CO INTENDS TO
CONTINUE TO "DRAG THEIR HEELS" ON THIS SAFETY ISSUE
I RELY HEAVILY ON THE CRUISE CONTROL FUNCTION TO MAINTAIN
A CONSTANT SPEED, WHICH IS IMPERATIVE IN TODAY'S SOCIETY
AND DRIVING CULTURE

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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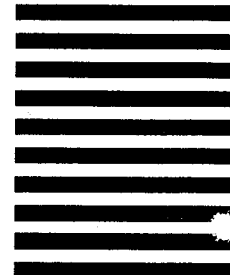
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9**



**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
388-327-4236**



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