Form Approved: O.M.B. No. 2127-0008

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 FEB 15 PM 12: 54

FOR AGENCY USE ONLY 100381

Date Received	Repository ☐
29-JAN-2008	Reference No. 10217173

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City NEW HAMPTON	**State** IA	**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 _____ Date ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1LNLM82W8T[redacted]	LINCOLN	TOWN CAR	1996

Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
24-SEP-01	TOYOTA OF DES MOINES	No: Cylinders 8	Gas

Original Owner	Dealer's City	State	Zip Code
☐	DES MOINES	IA	50310

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	REAR WHEEL DRIVE	017500 STEERING:LINKAGES:TIE ROD ASSEMBLY Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
20-NOV-2007	94000	5

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 1996 LINCOLN TOWN CAR. WHILE DRIVING APPROXIMATELY 5 MPH, THE TIE ROD DETACHED FROM THE VEHICLE. THE VEHICLE WAS TOWED TO A MECHANIC AND HE STATED THAT THE FAILURE OCCURS FREQUENTLY FOR THAT YEAR, MAKE, AND MODEL VEHICLE. HE FURTHER STATED THAT THERE WAS NO LUBRICATION IN THE ZERKS ON THE TIE RODS FOR THAT YEAR, MAKE, AND MODEL VEHICLE, WHICH CAUSED THE FAILURE TO OCCUR. THE CONTACT WAS RESPONSIBLE FOR PAYING $229 TO REPAIR THE VEHICLE. THE INTAKE MANIFOLD CRACKED AND ALL OF THE WATER LEFT THE EXHAUST SYSTEM. THE CONTACT WAS RESPONSIBLE FOR PAYING $900 FOR THAT REPAIR. THE MANUFACTURER WAS UNABLE TO ASSIST. THE FAILURE MILEAGE WAS 94,000 AND CURRENT MILEAGE WAS 100,000.

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 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 own a 1991 Lincoln T.C. also, and it has zerks on the tie Rod ends It has almost 200,000 miles on it and I have never had a problem. On the 1996 Lincoln T.C. for some economic reason they discontinued putting zerks in the tie rod ends. and this is the reason for the failure's.

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

Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382

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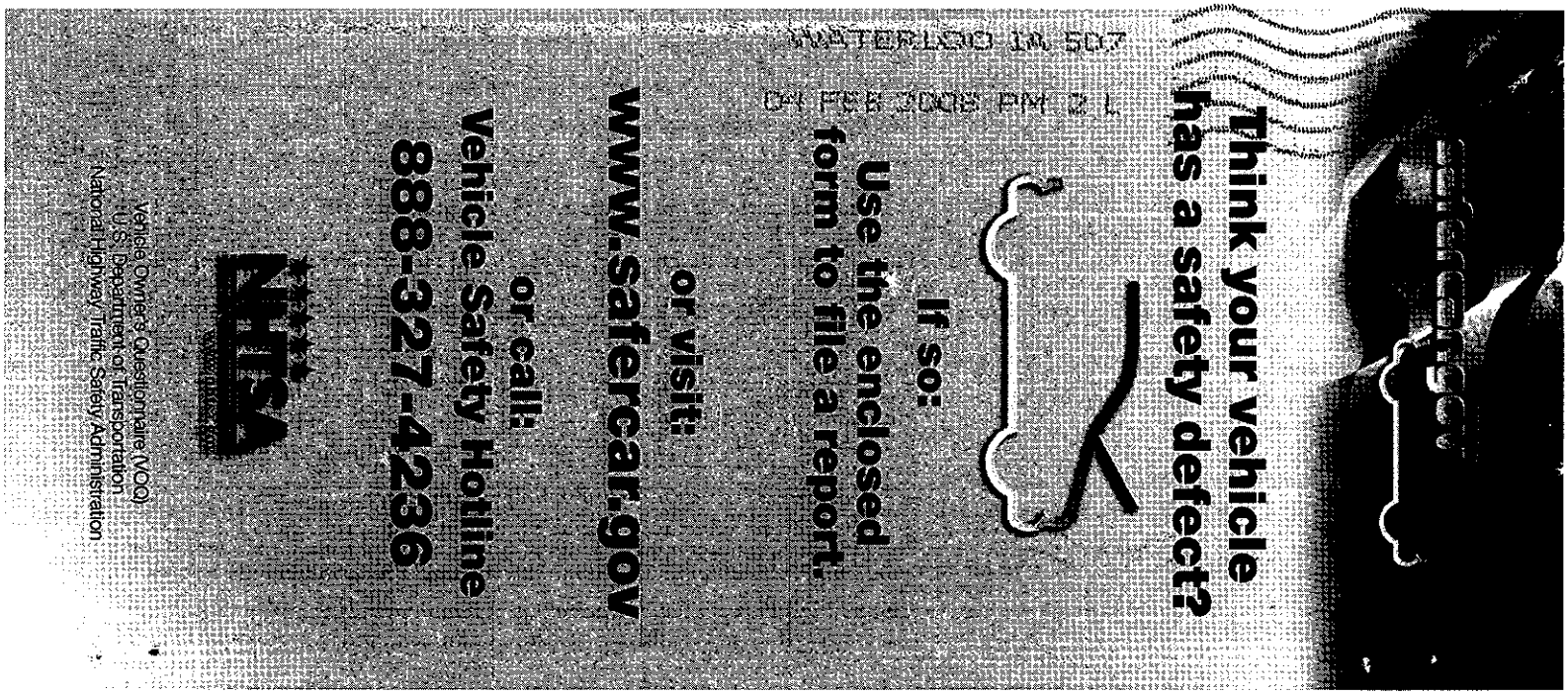
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