



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 MAR 25 PM 2:17  
06-MAR-2008

FOR AGENCY USE ONLY 100148

Date Received  
Repository   
Reference No.  
10220274

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City FENTON State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorized signature, your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 3/11/08  YES  NO

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1LNLM81W7 [REDACTED] Make LINCOLN Model TOWN CAR Model Year 1996  
Date Purchased 06-NOV-06 Dealer's Name and Telephone Number ROCHESTER HILLS CHRYSLER JEEP, INC. Engine: No: Cylinders 8 Fuel Type: Gas  
Original Owner  Dealer's City ROCHESTER HILLS State MI Zip Code 48307  
Transmission Type AUTOMATIC  Antilock Brakes Powertrain REAR WHEEL DRIVE  
 Cruise Control Vehicle Component Code 180000 VEHICLE SPEED CONTROL  
Multiple Failure: 1

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

Incident Date(s) 06-MAR-2007 Failure Mileage 22000 Failure Speed 0

**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: DOTMAL9ABC036)  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 1996 LINCOLN TOWN CAR. THE CONTACT HAD HIS VEHICLE SPEED CONTROL SWITCH DISCONNECTED ON 09/20/2007 BY ONE FORD DEALER, AND ON 03/06/2008 BY ANOTHER FORD DEALER. THE DEALER RETURNED THE VEHICLE TO HIM AND STATED THAT THEY MADE THE FINAL REPAIR. MEANWHILE, THE BRAKES FAILED. THE MECHANIC LOOSENED THE BRAKE LINE AND ALL OF THE FLUID CAME OUT OF THE VEHICLE. THEY REPAIRED THE BRAKES, BUT THE VEHICLE SPEED CONTROL STILL DOES NOT WORK. THE DEALER WANTS A \$85.00 FOR A DIAGNOSTIC TO FIND OUT THE CAUSE OF THE FAILURE. THE DEALER STATED THE REPAIR WAS MADE TO THE VEHICLE SPEED CONTROL, BUT DID NOT LAST. THE CONTACT STATED THAT SOMETHING HAD TO BE WRONG WITH THE VEHICLE SPEED CONTROL BEFORE THE REPAIR WAS MADE. THE CURRENT AND FAILURE MILEAGES WERE 22,000.

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.

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

VEHICLE WAS OWNED BY [REDACTED] THEY HAD SPEED CONTROL  
DISCONNECTED BECAUSE OF RECALL ON 9/20/07. I PURCHASED THIS CAR ON 11/09/07 FROM  
ROCHESTER CHRYSLER. I RECEIVED A LETTER FROM FORD STATING TO TAKE CAR TO DEALER  
PARTS WERE AVAILABLE TO MAKE REPAIR. (CALLED MANY DEALERS OVER (NO) THEY DID  
NOT HAVE PARTS. FINALLY I CALLED LASEO FORD THEY SAID THEY HAD PARTS TO MAKE  
REPAIR. I TOOK CAR IN FOR REPAIR THEY SUPPOSEDLY REPAIRED IT AND TURN CAR  
BACK TO ME. THEN ON GOING HOME IT DID NOT WORK. I WENT BACK AND THEY SAID IT  
HAD TO BE BROKE BEFORE AND WOULD NOT FIX IT. THEN I LEFT AND ON WAY HOME  
BRAKES WENT OUT DUE TO MECHANIC USING CROWFOOT WRENCH TO INSTALL NEW PART,  
THEY FIXED BRAKES BUT ATTACH ADDITIONAL SHEETS IF NECESSARY  
WANTED AN ADDITIONAL \$5.00 TO DIAGNOSE TROUBLE WITH  
SPEED CONTROL WHICH STILL DOES NOT WORK

3/11/08

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

FLINT MI 488  
13 MAR 2008 PM 1 T  
NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

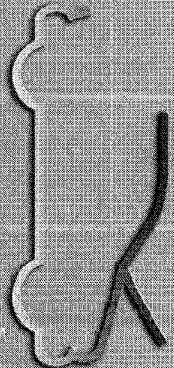
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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**



**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

