



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

Repository

10-MAR-2008
2008 APR 11 PM 2:06

Reference No.
10220658

OWNER INFORMATION (Type or Print)

Name
Address
City GRETN State LA Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
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 LINCOLN Model TOWN CAR Model Year 2006

Date Purchased 10-SEP-07 Dealer's Name and Telephone Number
Engine: No: Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City State Zip Code

Transmission Type AUTOMATIC Antilock Brakes Powertrain REAR.WHEEL DRIVE
Vehicle Component Code 022000 SUSPENSION:REAR
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 03-MAR-2008 Failure Mileage: 30000 Failure Speed 30

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 Fire Number of Persons Injured 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).

THE CONTACT OWNS A 2006 LINCOLN TOWN CAR. WHILE TRAVELING 30 MPH THE REAR END OF THE VEHICLE FAILED. DROVE VEHICLE HOME, THEN TOOK TO THE DEALER. THE DEALER STATED THAT A BRACKET ON THE REAR END OF THE VEHICLE FRACTURED. CAUSING THE WHEELS TO BECOME UNALIGNED AND THAT THE FAILURE WAS A FACTORY DEFECT. DEALER REPAIRED THE VEHICLE AT NO COST. THE BRACKET WAS CONNECTED TO THE DIFFERENTIAL. THE FAILURE MILEAGE WAS 30,000 AND THE CURRENT MILEAGE 30,025. AW

Administrative markings and stamps at the bottom of the form.

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)

On March 3, 2008 I was coming home from work then all of a sudden my car started making a loud noise. I didn't know where the noise was coming from so I pulled off the road. The noise was coming from the rear of the car. While traveling home I was following behind my husband who drove my car home and I could see the back end of the car going from side to side. We brought it to the dealer and they said it was a broken bracket that was a factory defect and they phoned us the bracket.

ATTACH ADDITIONAL SHEETS IF NECESSARY

3/27/08

U.S. Department of Transportation

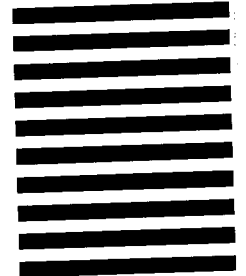
National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



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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)
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