



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 100381

Date Received

Repository ☐

17-MAR-2008

2008 APR -2 AM 8:03

Reference No.

10221693

OWNER INFORMATION (Type or Print)

Name
Address
City WICHITA FALLS State TX 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? ☐ 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
1LNLM82W8D
Make LINCOLN Model TOWN CAR Model Year ~~1998~~ 1997

Date Purchased 19-FEB-00 Dealer's Name and Telephone Number INDIVIDUAL Engine: No: Cylinders 8 Fuel Type: Gas

Original Owner ☐ Dealer's City _____ State _____ Zip Code _____

Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 180000 VEHICLE SPEED CONTROL
Multiple Failure: 0

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 05-MAR-2008 Failure Mileage 0 Failure Speed 0

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 ☐ 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 1998 LINCOLN TOWN CAR. THE VEHICLE SPEED CONTROL RECALL NOTICE STATED THAT PARTS ARE NOW AVAILABLE TO PERFORM THE NECESSARY REPAIRS TO YOUR VEHICLE. ON 3/14/08 AND 3/17/08 THE DEALER STATED THAT THEY HAVE NO IDEA WHEN THE PARTS WILL BE AVAILABLE. THE DEALER DID NOT DISCONNECT THE VEHICLE SPEED CONTROL SWITCH. THERE ARE NO FAILURES AT THIS TIME. THE CURRENT MILEAGE WAS 59,000. RK

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)

Recall Letter From Ford MC - SPEED CONTROL SYSTEM DISCONNECT

1. Ford States: "Service Parts are Now Available."
2. Went to Wichita Fall, Ford-Lincoln-Mercury on Mar 7-10-17-24.
until 24 Mar 08 when I went directly to the Service Mgr.
Service Mgr (RYAN) disconnected the switch. This was something
the service writer should have done, but the only thing they
offered was "Come back Monday." The recall letter said the
car could even catch fire if it was parked. The letter states
not to park close to structures-Serv Mgr (RYAN), took interest,
on 24 Mar 08

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

www.nhtsa.gov
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prepare, recognize, people

Vehicle Owners Questionnaire (VOC)
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