



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

FOR AGENCY USE ONLY 100148

Date Received

28-MAY-2008

Repository ☐

Reference No.
10229083

OWNER INFORMATION (Type or Print)

Name

Address

City

OKLAHOMA CITY

State OK

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 10/16/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1LNFM82WXY

Make

LINCOLN

Model

TOWN CAR

Model Year

1998

Date Purchased

2006

Dealer's Name and Telephone Number

Bob Howard Downtown - 405-232-7171

Engine:

No: Cylinders

Fuel Type:

Reg
Unlead

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

4.6L 50HC

818QR13A

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
27-FEB-2008

Failure Mileage
over
160,000

Failure Speed
0

Cracked Intake Manifold

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 CONTACT NOTICED FLUID LEAKING FROM HER VEHICLE. SHE TOOK THE VEHICLE TO A LOCAL MECHANIC AND THEY STATED THAT THE THERMOSTAT FAILED. REPAIRS WERE MADE, BUT THE FAILURE RECURRED. THE CONTACT TOOK THE VEHICLE TO ANOTHER MECHANIC, BUT NO REPAIRS WERE MADE. SHE BEGAN LOOKING FOR ASSISTANCE WITH HAVING HER VEHICLE REPAIRED. UNFORTUNATELY, THE DEALER WAS ALSO UNABLE TO PROVIDE THE ASSISTANCE SHE NEEDED. THE FAILURE MILEAGE WAS UNKNOWN.

Cracked Intake Manifold

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 purchased a 1998 Lincoln TOWN CAR. as described on this form. There was a recall on the Intake Manifold, which I did not find out until afterwards the purchase and my car started leaking fluid. A mechanic diagnosed vehicle as a cracked Intake Manifold, same as Recall. I can't get help with replacement.

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

OKLAHOMA CITY OK 731

17 JUN 2008 PM 3 1

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UNITED STATES

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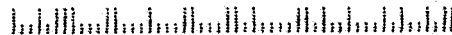
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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382



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

AUTO REPAIR ORDER

NAME [REDACTED]
ADDRESS [REDACTED]
CITY, STATE, ZIP [REDACTED]

AN.	PART NO.	NAME OF PART	PRICE	CUSTOMER'S INFORMATION					
				DATE 3-11-08	CUSTOMER'S ORDER NO.	WHEN PROMISED	PHONE		
		Thermostat	12 ⁹⁶	YEAR • MAKE • MODEL 98 Ford Lincoln		SERIAL NO. MOTOR NO.			
		Antifreeze	10 ⁰⁰	LICENSE NO.	ODOMETER	WRITTEN BY Jake			
				<input type="checkbox"/> LUBE <input type="checkbox"/> OIL CHANGE <input type="checkbox"/> FLUSH TRANS. <input type="checkbox"/> FLUSH DIFF. <input type="checkbox"/> WASH <input type="checkbox"/> POLISH					
				R & R Thermostat			35 ⁰⁰		
				Pd. Cash					
				GAS, OIL & GREASE	ACCESSORIES	LABOR ONLY	35 ⁰⁰		
				GALS. GAS		PARTS	22 ⁹⁶		
				QTS. OIL		ACCESSORIES			
				LBS. GREASE		GAS, OIL, & GREASE			
				TOTAL GAS, OIL & GREASE		MISC. MERCHANDISE			
				<input type="checkbox"/> RETAIN PARTS		SUBLET REPAIRS			
				<input type="checkbox"/> DESTROY PARTS	TOTAL ACCESSORIES	TAX			
MECHANICS RECOMMENDATIONS				AUTHORIZED BY	TOTAL		57 ⁹⁶		

ESTIMATE AMOUNT • PARTS & LABOR ►

HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE - BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS
OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

1. I request an estimate in writing before you begin repairs

2. Please proceed with repairs, but call me before continuing if the price will exceed \$

3. I do not want an estimate

AUTO REPAIR ORDER



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UNIVERSITY

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Ford will pay for cracked intake manifolds

DETROIT (AP) — Ford (F) has agreed to a settlement that requires the automaker to pay at least \$735 each to car owners who had to replace an intake manifold, attorneys for the plaintiffs said Friday.

Ford also is extending warranty coverage on the nylon composite part to seven years to cover vehicle owners who haven't yet replaced the manifold. The class-action lawsuit covered 1.8 million vehicle owners, according to Morrow Cater, a spokeswoman for the plaintiffs.

A spokeswoman for the automaker, Kathleen Vokes, said Ford doesn't know how much the settlement will cost because it's unclear how many people will seek reimbursement.

An intake manifold is a pipe that supplies a mixture of fuel and air to the engine's cylinders. Vehicles included in the settlement are the Ford Crown Victoria, Mercury Grand Marquis and Lincoln Town Car from the 1996-2001 model years; 1997 Mercury Cougar, Ford Thunderbird and Ford Mustang; some Mustangs from 1998-2001; some Ford Explorers from 2002.

Plaintiffs claimed the intake manifolds are prone to premature cracking, which could lead to coolant leakage and expensive damage to the engine.

"Until this settlement, those who owned or leased these cars had to bear the brunt of the manufacturer's mistake," Mike Ram, one of the plaintiffs attorneys, said.

"Although we believe the class action was without merit, we are pleased that we were able to negotiate a settlement that will provide additional value to our customers," Ford's Vokes said.

Owners who replaced their intake manifolds within the first seven years of ownership can take the vehicles to a dealer and obtain reimbursement whether or not they have a receipt. The vehicle must be brought to a dealer by March 16.

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