



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2008 SEP -9 PM 8:58 PASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

01-AUG-2008

Repository ☐

Reference No.
10236663

OWNER INFORMATION (Type or Print)

Name

Address

City

FREEMONT

State CA

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 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

1LNHM86S94

Make

LINCOLN

Model

LS

Model Year

2004

Date Purchased

05/30/04

Dealer's Name and Telephone Number

LINCOLN/MERURY, 408 267, 8100

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

SAN JOSE

State

CA

Zip Code

95136

6

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

140000 AIR BAGS

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
22-JUN-2008

Failure Mileage
61000

Failure Speed
60

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 2004 LINCOLN LS. WHILE DRIVING 60 MPH, THE DRIVER SIDE AIR BAG SUDDENLY DEPLOYED. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY STATED THAT THE DEPLOYMENT WAS CAUSED DUE TO AN IMPACT. THE VEHICLE WAS NOT SERVICED BY THE DEALER AND THE CONTACT DID NOT NOTICE ANY DIFFERENCES BEFOREHAND. THE CURRENT AND FAILURE MILEAGES WERE 61,000.

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)

*Fear to drive the car. Multiple
fashures. and also injury from the
air bag. on left hand & shoulder & whip
lash due to sudden halt.*

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

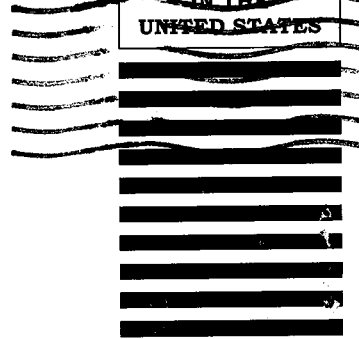
**National Highway
Traffic Safety
Administration**

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**



**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



08/2/08

RE: LINCOLN 2004 Vin # 1LNHM8689K

I am the first owner of this vehicle and the amount of time I spend with my vehicle back & forth to the dealer was outrageous

1) Had a loud fluttering noise coming from the dashboard. sometimes I hear like gurgling sound. Took to the dealer several times but they could not detect. I drove with fear in my mind that something might happen for 8 months. I could not take it, I went to my old mechanic. He drove and just one time told me your dashboard is loose.

Went to dealer & I told them of the problem at this time had it repaired (clips were broken & replaced) Did I have to go through for 8 months before they could do repair. a brand new (car)

② AC started blowing hot air. w NOV 07.
Had dealer - repair - done.

③ Power brake jamming - dealer repaired. 10/07

④ Check engine light - Jan 10/2008 - Jan 15/2008
Car stopped while driving unable to accelerate at all - took to dealer apparently repaired

⑤ Car stopped with check engine light again Jan 28/2008 - Jan 30/2008
Had repairs done at dealer. apparently done

P.10

6) My Cousin tried to sit in the back seat (wt 160lbs) held the handle for support but the handle apparently broke. Luckily she did not fall to the ground but fell onto the seat. The PVC handle is of cheap quality. Took to dealer said they have no concern over it... will ~~not~~ pay for it. Still fighting for cousin to own up.

7) Driving on highway @ 60 mph on Hwy 880 to work @ 6:30 am. Halfway heard a loud bang. I was shocked. 1st thought I hit someone. 2nd my front right tire broke by a stone or something. 3rd thought my tire burst as the burnt smell was so strong - but was puzzled by a cloth and debris + dust in front of me. Pushed it aside and saw it was an air bag. I was halted in middle of road - of course, braked immediately. Went to side of highway - still shaking and nervous. Came out of car to check and found no activity but except the air bag on left burst open. ~~on~~ Hurt that on my left hand. When in truck + back I dug to sudden burst I made. I pushed the bag aside, drove to work and immediately went to see a Dr. Still shaking of fright to what happened.

3

⑧ On Aug 05 - 2008
Transmission slipping hard & a ~~bad~~ check light
& Jerked - Dealer had Transmission
repaired.

I know new cars can break
down but I definitely feel I
have been cheated by ~~pushing~~
this Lincoln where I had high hopes
of a smooth performance.

Road safety issue what if it
was a normal day the air bag
covered my face - and I would knock
into the side wall and hit myself
or a truck from behind hit me
when I suddenly braked.

The dealer does not find it
issues but I do. as it is my life
not theirs. My safety not theirs.

It is not the quantity of the
car but the quality I wanted.
To have pushed a brand new car.
I know I cannot fight the law
but surely I do not want this happen
to others.

Car coming to halt in the middle
of ~~highway~~ highway 3X is not a joke due
to engine failure. I drive daily
to work with fear & ~~the~~ thinking
what next. Hope Not!

I keep all my documents. 