



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2008 NOV 12 PM 1:58
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

20-OCT-2008

Repository ☐

Reference No.
10246123

OWNER INFORMATION (Type or Print)

Name

Address

City ROHNERT PARK

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

1LNLM91V4V

Make

LINCOLN

Model

MARK VIII

Model Year

1997

Date Purchased

JAN. 2001

Dealer's Name and Telephone Number

HANSEL FORD, SANTA ROSA, CA

Engine: 4.6 liter

No: Cylinders

8 4 valves
per clyn.

Fuel Type:

Supreme

Original Owner

☐

Dealer's City

SANTA ROSA

State

CA

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

20-OCT-2005

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 062000 ENGINE AND ENGINE COOLING: COOLING SYSTEM, 130000 VISIBILITY

Car heater and defroster have failed to
expell properly, in my particular car.

Failure Mileage

76000

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 1997 LINCOLN MARK VIII. THE CONTACT STATED THAT THE BLENDER DOOR IS MADE OUT OF PLASTIC AND BREAKS, WHICH CAUSES THE HEATER AND THE DEFROSTER TO FAIL. AS A CONSEQUENCE, HER VISIBILITY IS SIGNIFICANTLY REDUCED DURING COLD WEATHER CONDITIONS. SHE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT SHE WOULD HAVE TO REPLACE THE BLENDER DOOR AT AN EXPENSE EXCEEDING \$1,000. THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER STATED THAT THE COMPANY UTILIZES THE SAME PLASTIC PIECE. THE FAILURE MILEAGE WAS 76,000 AND CURRENT MILEAGE WAS 91,000.

A friend of mine who has since passed, had the same problem with her Mercury Sable, Ford Taurus SHD and twice in her FORD EXPLORER between the years 1990-2002, all these cars were new and slightly used when she purchased them, I think from the same dealer.

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)

It is very difficult to wipe the inside of windshield while driving, which is the only way to see, the defroster will only blow cold air. Cold air does not clear windshield in cold weather, I believe this part should be made of metal instead of plastic. The part is also very inaccessible, the whole dash has to be removed to affect a repair. I have been told this repair takes 5-6 hours, if the repair person has done it before. I understand the "blender door" can break in opposite position as well, causing only heat to expell, which could cause excessive sleepiness while driving!

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

NORTH BAY CA 949

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power of attorney

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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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

safercar.gov