

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: 12-JAN-2009	Repository ☐ Reference No. 10254771
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
City	State	Evening Telephone Number	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an answer, I will NOT provide your name or address to the vehicle manufacturer.		☐ YES ☒ NO	
Signature of Owner		Date 01/15/09	
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1LNHM87A94		Make LINCOLN	Model Year 2004
Date Purchased 05/20/08	Dealer's Name and Telephone Number Vouder Auto Sales (808) 454-9999		Engine: No. Cylinders
Original Owner ☐	Dealer's City Pearl City	State HI	Fuel Type: 92
Transmission Type V8	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Incident Date(s) 08-JAN-2009
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION		Failure Mileage 32000	Failure Speed 25
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 APPROXIMATELY 25-30 MPH ON NORMAL ROAD CONDITIONS, THE VEHICLE BEGAN TO JERK AND EXPERIENCED DIFFICULTY DRIVING UPHILL. THE VEHICLE WOULD NOT SHIFT INTO GEAR AND REMAINED IN GEAR. THE VEHICLE WAS PULLED OVER AND TOWED TO A REPAIR SHOP. THE MECHANIC STATED THAT THE TRANSMISSION SOLENOID PACK WITHIN THE TRANSMISSION WAS NOT RESPONDING. THE MECHANIC INFORMED HER TO TAKE THE VEHICLE TO THE DEALER BECAUSE THEY COULD NOT MAKE THE REPAIR. THE DEALER INFORMED HER OF A RECALL FOR THE TRANSMISSION AND STATED THAT SHE MUST FILE A COMPLAINT FIRST BEFORE THEY COULD ASSIST WITH THE VEHICLE. THERE IS NO RECALL FOR THE 2004 LINCOLN VEHICLE. THE FAILURE MILEAGE WAS 32,000.			
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 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.			