



U.S. Department
of Transportation
2009 FEB 23 PM 2:21
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 100148

Date Received

22-JAN-2009

Repository ☐

Reference No.
10255947

OWNER INFORMATION (Type or Print)

Name

Address

City BRECKEN RIDGE

State MI

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
3LNHM261X

Make
LINCOLN

Model
ZEPHYR

Model Year
2006

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

☐ Cruise Control

18-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 025000 ELECTRONIC STABILITY CONTROL

Failure Mileage
19000

Failure Speed
50

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: DOTM9ABC036)

☐ 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 2006 LINCOLN ZEPHYR. WHILE DRIVING APPROXIMATELY 50 MPH ON AN ICY ROAD, THE VEHICLE BEGAN TO FISHTAIL AND DECELERATED TO 35 MPH. THE CONTACT CONTINUED TO DRIVE THE VEHICLE, STOPPED AT A REST STOP, AND CALLED A MECHANIC. THE CONTACT WAS INFORMED THAT THE FAILURE COULD POSSIBLY BE DUE TO THE TRACTION CONTROL, WHICH WAS RELATED TO THE ABS. HE DROVE THE VEHICLE IN REVERSE AND THEN IN DRIVE WITH THE PARKING BRAKE ENGAGED. THE VEHICLE BEGAN DRIVING NORMALLY AFTER THE PARKING BRAKE WAS RELEASED. THE FAILURE HAS RECURRED AND THE MANUFACTURER AND DEALER HAVE NOT BEEN NOTIFIED. THE CURRENT MILEAGE WAS 20,000 AND FAILURE MILEAGE WAS 19,000.

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)

Washed auto 2 days earlier (underwater may have froze and iced up)
I had to slow down to 35 m.p.h. to control the car. Put 4 way
flashers on as all other vehicles were passing me. Even at 35 m.p.h.
the car was fish tailing some. Eventually came to a place I could
pull off. Put emergency break on went forward and backward
a few times. Released the break went back onto high way
the car drove fine. Myself and the others in the car were
extremely afraid when this happened. I have been driving for 45
years and never experienced any thing like this. Car has been fine since.

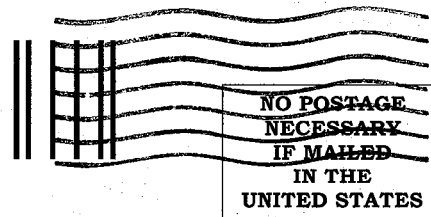
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



BUSINESS REPLY MAIL

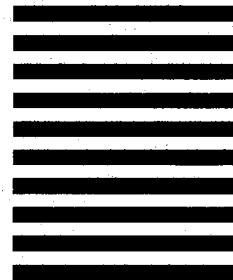
FIRST-CLASS MAIL

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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 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



Krapohl's



LINCOLN
Mercury

1415 E Pickard (east M-20)
Mount Pleasant MI 48858
(989) 772-2991

RO: 108859
Cashier: 10:27-1
Date Out: 01/23/2009

OPEN
IN:0813OUT:1027
TAG:N/A
VIN:3LNHM261X
2006 LINC ZEPHYR RED
Miles-In: 21264 Out: 21264
Delivered: 08/20/2008

Customer: Stock #

BRECKENRIDGE MI

Home:
Advisor: 000785-KIM LAURENZ
Sold By: KEVIN HIEBERT

Work: N/A

Hat: MAROON Date In: 01/23/2009

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
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[WARRANTY]

A SWYN 000908 0.0 S04L88

OWNER STATES GETTING A REAR END WANDER/LOOSE FEEL IN REAR OF VEHICLE ON ICY/SNOWY ROADS, STATED APPLIED E-BRAKE/RELEASED BRAKE AND WANDER/LOOSE FEEL WAS GONE ROAD TEST, SEEMS TO DRIVE OKAY TODAY, NO TSB'S/SSM'S FOUND, INSPECT REAR SUSPENSION FOR LOOSNESS, NO OBVIOUS PROBLEMS FOUND, INSPECT REAR BRAKE SYSTEM, PADS OKAY AT 8MM, NOTICED REAR BRAKE ROTORS RUSTED UP, REMOVED REAR BRAKE ROTORS AND RESURFACE BOTH ROTORS TO REMOVE RUST BUILD UP AND WARPPAGE, INSPECT REAR CALIPER SLIDE PINS AND PARKING BRAKE COMPONENTS, ALL WORKING FREE AND NORMALLY, REINSTALL REAR ROTORS AND RE ROAD TEST, OBTAIN SNOW COVERED ROAD SURFACE, SEEMS TO STEER/HANDLE NORMALLY ACHIEVING POSTED SPEED, RUST BUILD UP ON REAR BRAKE ROTORS MAY HAVE CAUSED EXCESSIVE DRAG, RESULTING IN WANDER/LOOS FEEL IN THE REAR, OTHERWISE MAY REQUIRE A FOUR WHEEL ALIGNMENT IF PROBLEM PERSISTS.

PO: Labor Op: L

Operation Total: 0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the 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 the vehicle to secure the amount of repairs thereto.
ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Krapohl Ford Lincoln Mercury hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Krapohl Ford Lincoln Mercury neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by Krapohl Ford Lincoln Mercury in no way affects the terms of the manufacturer's warranty.
"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature not on file

Signature: _____