



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/hotline

FOR AGENCY USE ONLY 100148

Date Received: 23-JAN-2009
Repository:
Reference No.: 10256106

OWNER INFORMATION (Type or Print)

Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Address: [REDACTED] Evening Telephone Number: [REDACTED]
City: WANTAGH State: NY Zip Code: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an address or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 1/29/2009

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on drivers side: 1LNHM82W81Y [REDACTED]
Make: LINCOLN Model: TOWN CAR Model Year: 2001
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: [REDACTED] Antilock Brakes Cruise Control Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 16-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 130000 VISIBILITY Failure Mileage: 65050 Failure Speed: 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).
Windschild wiper motor

TL*THE CONTACT OWNS A 2001 LINCOLN TOWN CAR. WHILE DRIVING 30 MPH, THE CONTACT NOTICED THAT HER WINDSHIELD WIPERS FAILED AND COULD NOT BE REACTIVATED. SHE HEARD A LOUD NOISE COMING FROM THE ENGINE WHICH INDICATED THAT THE WIPER MOTOR WAS FAILING. THE CONTACT IS IN THE PROCESS OF TAKING THE VEHICLE TO A DEALER. THE MANUFACTURER STATED THAT THERE WAS NO RECALL ON THE WIPER MOTOR THAT RELATED TO HER VIN; THEREFORE, NO COMPENSATION WOULD BE PROVIDED. NO REPAIRS HAVE BEEN MADE TO THE VEHICLE. THE FAILURE MILEAGE WAS 65,050 AND CURRENT MILEAGE WAS 66,000.
65,980

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.

January 29, 2009
Ref# 10256106

NHTSA

Dear Frank S. Bowe II:

I am writing you this letter for a dual purpose.

① To inform you of what I believe is a safety hazard on my 2001 Lincoln Town Car.

② To try to get the local Ford/Lincoln Dealer to repair the problem under the recall laws.

This is exactly what happened:

I was driving the car to pick up my granddaughter from school when suddenly the windshield wipers started making a weird noise. It was snowing heavily that afternoon but I managed to pick up the child and get home safely. At that point I shut the wipers off and they never worked since then.

My husband checked the internet and found that Lincoln Cars manufactured at the Wixom Plant where my car was manufactured had a recall on the windshield

wiper/washer: motor. The dates of the recall was from 2/15/00 thru 8/8/00.

There are 1.8 million suspect units installed in Ford Motor Co. vehicles and I believe that one was installed in my vehicle.

We called Ford's toll free # and they said my Lincoln Dealer will check the date code on my wiper motor case and let me know if I am eligible under the recall for a free replacement. Upon speaking to the local dealer representative (Hassett Lincoln) they said they charge \$125.00 an hour just to look at the code #. They also said there was absolutely no recall on my car and furthermore they have never replaced a single wiper motor under the recall. I find this unbelievable. I would appreciate it if Ford would notify Hassett Lincoln of the situation and replace the motor under the recall on my car.

Thank you

Wantagh N Y

Consequence Summary:LOSS OF VISIBILITY WHILE DRIVING INCREASES THE RISK OF A CRASH.

Corrective Summary:DEALERS WILL INSPECT THE DATE CODE ON THE WIPER MOTOR. MOTORS BUILT WITH THE SUSPECT TIME FRAME WILL HAVE THE WIPER MOTOR GEAR CASE COVER REPLACED. OWNER NOTIFICATION BEGAN AUGUST 20, 2001. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FORD AT 1-866-436-7332.

Campaign Number:01V227001**Date:**2001-Jul-16

Component:SEAT BELTS:FRONT:BUCKLE ASSEMBLY

Defect Summary:VEHICLE DESCRIPTION: PASSENGER AND SPORT UTILITY VEHICLES, PICKUP TRUCKS, AND MINIVANS. EQUIPPED WITH SEAT BELTS SUPPLIED BY TRW. IT IS POSSIBLE THAT THE DRIVER'S AND/OR FRONT PASSENGER'S OUTBOARD SEAT BELT BUCKLE MAY NOT FULLY LATCH. FORD CROWN VICTORIA BUILT AT ST. THOMAS ASSEMBLY PLANT FROM 4/17/00 - 5/29/01. MERCURY GRAND MARQUIS BUILT AT ST. THOMAS ASSEMBLY PLANT FROM 4/17/00 - 5/29/01. LINCOLN TOWN CARS BUILT AT WIXOM ASSEMBLY PLANT FROM 3/27/00 - 5/30/01. LINCOLN NAVIGATORS BUILT AT MICHIGAN TRUCK PLANT FROM 4/11/00 - 5/31/01. FORD WINDSTARS BUILT AT OAKVILLE ASSEMBLY PLANT FROM 3/23/00 - 5/30/01. FORD RANGERS BUILT AT TWIN CITIES PLANT FROM 3/28/00 - 5/30/01, AND ALSO AT THE EDISON PLANT FROM 3/13/00 - 5/25/01. FORD F-150 TRUCK BUILT AT NORFOLK PLANT FROM 4/18/00 - 5/25/00; AT ONTARIO PLANT FROM 5/10/00 - 5/28/01; AT KANSAS CITY PLANT FROM 9/11/99 - 5/25/01; AND AT CUAUTITLAN PLANT FROM 5/16/00 - 6/9/01. FORD SUPER DUTY F-250, F-350, F-450, AND F-550 TRUCKS BUILT AT KENTUCKY PLANT FROM 4/17/00 - 5/27/01; AND AT CUAUTITLAN PLANT FROM 5/16/00 - 6/19/01. FORD EXCURSIONS BUILT AT KENTUCKY PLANT FROM 4/17/00 - 10/2/00. FORD EXPEDITIONS BUILT AT MICHIGAN TRUCK PLANT FROM 4/11/00 - 5/31/01.

Consequence Summary:IN THE EVENT OF A CRASH, THE RESTRAINT SYSTEM MAY NOT PROVIDE ADEQUATE OCCUPANT PROTECTION, INCREASING THE RISK OF PERSONAL INJURY TO THE SEAT OCCUPANT.

Corrective Summary:DEALERS WILL INSPECT THE FRONT OUTBOARD SEAT BELT BUCKLES AND IF THE BUCKLE FAILS THE INSPECTION PROCESS, IT WILL BE REPLACED. OWNER NOTIFICATION BEGAN JULY 25, 2001. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FORD AT 1-866-436-7332.

Campaign Number:00V356000**Date:**2000-Dec-12

Component:TIRES

Defect Summary:VEHICLE DESCRIPTION: CERTAIN LIMOUSINES STRETCHED OVER 60 INCHES FAIL TO COMPLY WITH THE REQUIREMENTS OF FMVSS NO. 109, "NEW PNEUMATIC TIRES," AND NO. 110, "TIRE SELECTION AND RIMS."

Consequence Summary:THE VEHICLE WEIGHT COULD EXCEED THE MAXIMUM LOAD RATING FOR THE TIRE, INCREASING THE RISK OF PREMATURE TIRE WEAR OR BLOWOUT.

Corrective Summary:DEALERS WILL REPLACE ALL 5 TIRES (INCLUDING THE SPARE TIRE) WITH MICHELIN TIRES (225/70R16 107T REINFORCED WHITE SIDEWALL) WITH A SUFFICIENTLY HIGHER LOAD RATING. OWNER NOTIFICATION BEGAN JANUARY 10, 2001. OWNERS WHO TAKE

Advertisement

MYRIDE[®]

SEARCH MYRIDE & THE WEB FOR REVIEWS • PHOTOS • VIDEOS • PRICES



- Home
- About Us
- Contact Us
- Search
- My Account
- My Alerts

This is one of many sites depicting the 2001 Lincoln Town Car Windshield Wiper/Washer: Motor Recall

Home » Search » Town Car » Signature » Recall Information

2001 Lincoln Town Car Signature Recalls

2001 Lincoln Town Car Signature (6 recall notices)

These recall notices may not apply to all vehicles. Please contact your dealer for more details or contact the National Highway Traffic Safety Administration's Auto Safety hotline at 1-888-DASH-2-DOT (1-888-327-4236).

Campaign Number:01V258000Date:2001-Aug-08

Component:VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR

Defect Summary:VEHICLE DESCRIPTION: PASSENGER CARS, SPORT UTILITY VEHICLES, AND LIGHT AND MEDIUM DUTY PICKUP TRUCKS. A SWITCH LOCATED IN THE PLASTIC COVER OF THE WIPER MOTOR GEAR CASE COULD MALFUNCTION AND OVERHEAT, POTENTIALLY RESULTING IN LOSS OF INTERMITTENT WIPER FUNCTION, LOSS OF WIPER PARK FUNCTION, COMPLETE LOSS OF WIPER FUNCTION, OR IGNITION OF THE PLASTIC COVER MATERIAL. SWITCH MALFUNCTION IS MOST LIKELY TO OCCUR WHEN THE INTERMITTENT SETTING OF THE WIPERS IS BEING USED, OR WHEN SNOW OR ICE OBSTRUCTS THE BLADES FROM RETURNING TO THE "PARKED" POSITION AT THE BOTTOM OF THE WINDSHIELD. THESE VEHICLES WERE BUILT AT THE FOLLOWING ASSEMBLY PLANTS: ATLANTA PLANT FROM 2/11/00 THROUGH 7/31/00; CHICAGO PLANT FROM 2/14/00 THROUGH 8/4/00; KANSAS CITY PLANT FROM 2/26/00 TO 9/4/00; KENTUCKY TRUCK PLANT FROM 2/18/00 TO 8/31/00; MICHIGAN TRUCK PLANT FROM 2/23/00 THROUGH 8/3/00; NORFOLK PLANT FROM 2/21/00 THROUGH 7/27/00; WAYNE STAMPING AND ASSEMBLY PLANT FROM 2/25/00 THROUGH 8/15/00; AND WIXOM PLANT FROM