

DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 2009 MAR - 5 PM 898-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 28-JAN-2009	Repository ☐ Reference No. 10256647
OWNER INFORMATION (Type or Print)			
Name _____		Daytime Telephone Number _____	
Address _____		E-mail Address _____	
City ROHNERT PARK	State CA	Zip Code Same	Evening Telephone Number Same
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 Year 1997
Date Purchased 1/2001	Dealer's Name and Telephone Number HANSEL FORD 707-543-7460	Engine: 4.6 liter No: Cylinders 8	Fuel Type: Supreme
Original Owner ☐	Dealer's City SANTA ROSA	State CA	Zip Code 95403
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain 2 wheel drive	Multiple Failure: constant
		Incident Date(s) 23-JAN-2009	JAN or Feb 2007
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 130000 VISIBILITY "Blender" door is broken, will not allow heat to come thru from defroster		Failure Mileage 92000	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: 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 1997 LINCOLN MARK VIII. THE CONTACT STATED THAT THE BLINDER DOOR WAS INOPERATIVE. THE FAILURE HAS BEEN OCCURRING FOR FOUR YEARS, BUT WAS NEVER REPAIRED BECAUSE THE PART IS MADE OUT OF PLASTIC. THE CONTACT IS HOPING THAT THE MANUFACTURER CHANGES THE PART TO METAL. DUE TO THE BLINDER DOOR NOT WORKING, THE DEFROSTER FAILS TO WORK PROPERLY. THE CURRENT AND FAILURE MILEAGES WERE 92,000. #since 80,000 mi. A girlfriend who has since passed paid to do the same repair for the same problem with a Mercury Sable, Ford Taurus SHO, and twice in her Ford Explorer. I'm beginning beginning to think the reason Ford does not make the part in metal is for "job security." When the defroster fails to blow out the Blender Door, you cannot see at the windshield when its cold outside. This can be very dangerous.			
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.			

I cannot drive the car safely during the winter.