



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2009 APR - 1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

11-MAR-2009

Reference No.
10261551

OWNER INFORMATION (Type or Print)

Name

Address

City SAN DIEGO

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 a signature, please print the name or address to the vehicle manufacturer.
Signature of Owner Date 3/20/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LNLM91V3V

Make
LINCOLN

Model
MARK VIII

Model Year
1997

Date Purchased
8/98

Dealer's Name and Telephone Number
WITTLINIAN MERCURY

Engine:
No: Cylinders 8

Fuel Type:
GAL.

Original Owner
☒

Dealer's City
SAN DIEGO

State
CA

Zip Code
92108

Transmission Type
AUTO

☒ Antilock Brakes

Powertrain
4.6LITER 8 CYL.

☒ Cruise Control

Multiple Failure:

Incident Date(s)
10-JUL-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 120000 EXTERIOR LIGHTING

Failure Mileage
45000

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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 FRONT HEADLIGHTS BURNED OUT IN THE VEHICLE. THE DEALER STATED THAT THE REPLACEMENT BULB WAS UNAVAILABLE AND WOULD BE PLACED ON BACK ORDER. THEY ALSO REQUESTED A DEPOSIT FOR THE BULB, WHICH COST OVER \$100. THE CONTACT CALLED SEVERAL FORD DEALERS AND THE MANUFACTURER, WHO ALL STATED THAT THE BULB WAS OBSOLETE AND WOULD NO LONGER BE MANUFACTURED. NO REPAIRS HAVE BEEN MADE TO DATE. THE FAILURE MILEAGE WAS 45,000 AND CURRENT MILEAGE WAS 75,000. AFTER MARKET CONVERSION KITS MAY NOT MEET NHTSA SAFETY STANDARDS AND MAY PRESENT A SAFETY RISK TO THE ON COMING DRIVER. THE DEALER HAS OFFERED TO CONVERT MY HEADLIGHT SYSTEM TO A HALOGEN TYPE FOR FOURTEEN HUNDRED DOLLARS FOR THE KIT PLUS \$23 HRS LABOR CHARGE AT \$100 PER HR LABOR. THIS IS UNACCEPTABLE TO ME. PERHAPS FORD MOTOR CO. NEEDS TO RECALL THIS PROBLEM.

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.