



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

21-APR-2009

Repository ☐Reference No.
10266239

OWNER INFORMATION (Type or Print)

Name

Address

City

WATERFORD

State

NY

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

1LNHM87A94Y

Make

LINCOLN

Model

LS

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

18-APR-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage

87000

Failure Speed

55

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: DOTMAL9ABC036)

☐ 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 55 MPH, THE VEHICLE STALLED ON THE HIGHWAY AND COULD NOT BE RESTARTED. THE VEHICLE WAS TOWED TO THE DEALER, BUT THEY COULD NOT PRODUCE ANY FAILURE CODES OR PROVIDE A REMEDY. THE CONTACT BELIEVES THAT THE DEALER ERASED THE CODES SO THAT THEY WOULD NOT HAVE TO REPAIR THE VEHICLE. HE STATED THAT THE VEHICLE IS UNSAFE BECAUSE A REAR-ENDED CRASH COULD OCCUR AS A RESULT OF THE STALLING. THE CURRENT AND FAILURE MILEAGES WERE 87,000. UPDATED 04-28-09 *BF

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.

From: [REDACTED]
Sent: Friday, April 24, 2009 1:42 PM
To: Wells, Cynthia <NHTSA>
Subject: RE: NHTSA: Follow up to ODI Complaint: 10266239

We would add to the complaint that the dealer (Lazare, where we purchased the vehicle) refused any further troubleshooting, claiming "without any diagnostic codes, nothing will be repaired" and told us to take the vehicle to another dealer if we were not satisfied. We asked another dealer who refused after it was worked on by Lazare. I called Ford and informed them that the vehicle died at 55 mph and we managed to restart it after letting it cool down. I also told Ford that another dealer refused to work on the vehicle because Lazare first had it. Ford advised me to try other dealers and dealers are under no obligation to accept a vehicle for repair. The subject vehicle has a Ford premium care extended warranty that any Ford dealer is required to honor, until 100,000 miles or December 2009, whichever occurs first.

It is my contention that a failure where the vehicle engine suddenly dies without warning (at high speed travel and will not restart after several minutes of engine cranking), diagnostic codes will be generated and stored in the vehicle's onboard computer. Furthermore, it is my understanding that these codes are not cleared until a dealer erases them. When this vehicle was delivered to the dealership by flatbed truck after the breakdown, the truck driver observed and informed Lazare that the engine could not be operated over 1000-1500 rpm's when the accelerator pedal was pushed to the floorboard. Again, an event that I content would generate diagnostic codes.

The complete and sudden engine breakdown in highway driving with the loss of control or acceleration in heavy tractor-trailer traffic could cause a deadly accident from a rear-end collision. I informed the vehicle manufacture and dealer of my concern and they told me they could do nothing more. I asked Ford to speak with their engineer about this situation and they refused.

I believe this complaint requires priority attention due to the lethal nature of this type of engine failure and an in-depth investigation should be started into the dealer's handling of diagnostic codes, which essentially is destruction of evidence.

Regards,

[REDACTED]
[REDACTED] Waterford NY [REDACTED]
Direct and VM [REDACTED]
Toll Free Fax [REDACTED]

From: Cynthia.Wells@dot.gov [mailto:Cynthia.Wells@dot.gov]
Sent: Friday, April 24, 2009 12:37 PM
To: [REDACTED]
Subject: NHTSA: Follow up to ODI Complaint: 10266239

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.

NHTSA/Office of Defects Investigation

