



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
3-888-DASH-2-DOT (1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 29-APR-2009
Repository:
Reference No.: 10267252

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: DESOTO State: TX Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
Signature of Owner: [Redacted] Date: 07/15/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number: 1LNLM81W0TY [Redacted]
Make: LINCOLN Model: TOWN-CAR Model Year: 1996
Date Purchased: 1996 Dealer's Name: John Eagle
Original Owner: Dealer's City: Dallas State: TX Zip Code: [Redacted]
Engine: No. of Cylinders: 8
Transmission Type: [Redacted] Antilock Brakes: Cruise Control:
Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 17-JAN-2009 - 07-09

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM
Failure Mileage: 212733 Failure Speed: 0
module light control

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model: [Redacted] Tire Size: P215/65R15
DOT No.: [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).

TL*THE CONTACT OWNS A 1996 LINCOLN TOWN CAR. THE CONTACT STATED THAT THE BATTERY DRAINS SO FREQUENTLY THAT THE VEHICLE CANNOT BE DRIVEN FOR LONG DISTANCES OR AT NIGHT. THE DEALER STATED THAT THE LIGHT CONTROL MODULE CAUSED THE FAILURE. THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT MILEAGE WAS 214,778 AND FAILURE MILEAGE WAS 212,733.

Owner does not use the car at night. we turn light off manually.

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)

No crashes or injuries. The light system is not working. It drained the battery, we have had to buy 3 new batteries. It would have been more but we turn off the light manually. According to the Internet, this is a RECALL but the dealer will not acknowledge

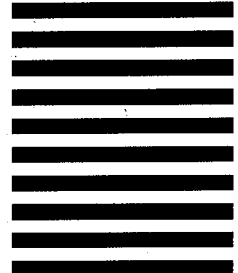
ATTACH ADDITIONAL SHEETS IF NECESSARY

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US 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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



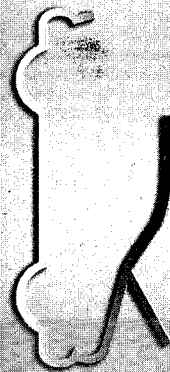
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owners' Questionnaire (VOQ)
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National Highway Traffic Safety Administration