



SEP 10 2009
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-JUL-2009

Repository ☐

Reference No.
10277640

OWNER INFORMATION (Type or Print)

Name

Address

City

HARRISON TOWNSHIP

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1LNLM92V2V

Make

LINCOLN

Model

MARK VIII

Model Year

1997

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-JUL-2009

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY, 120000 EXTERIOR LIGHTING, 121000 EXTERIOR LIGHTING: HEADLIGHTS, 138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM

Failure Mileage

61000

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 LOW BEAM HEADLIGHTS ARE KNOWN TO BURN OUT. THE PARTS ARE NO LONGER BEING MANUFACTURED SO THE ONLY WAY TO REPAIR THEM IS WITH A KIT. THE CONTACT STATED THAT THIS SEEMED LIKE AN EXPENSIVE TEMPORARY REMEDY. IN ADDITION, THE BLEND DOOR, WHICH OPENS THE CONTROL FOR HOT AND COLD AIR TO DEFROST THE WINDSHIELD, DOES NOT WORK. THE MANUFACTURER WAS NOTIFIED AND STATED THAT IT WAS A SAFETY ISSUE. THE DEALER STATED THAT THIS COULD BE REPAIRED AT THE CONTACT'S EXPENSE. THE CONTACT FEELS THAT HE SHOULD NOT HAVE TO PAY FOR THE REPAIR BECAUSE IT WAS CAUSED BY A MANUFACTURER DEFECT. THERE HAVE BEEN NUMEROUS COMPLAINTS REGARDING THIS FAILURE, BUT NO DECISION ON HOW THE CONTACT'S VEHICLE WILL BE REPAIRED. HE WILL WAIT UNTIL A RECALL IS ISSUED FOR THIS FAILURE. THE FAILURE MILEAGE WAS 61,000 AND CURRENT MILEAGE WAS 61,985.

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.