



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

25-JAN-2010

Repository

Reference No. 10302164

OWNER INFORMATION (Type or Print)

Name

Address

City

WALKERTON

State VA

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

1LNHM81W31

Make

LINCOLN

Model

TOWN CAR

Model Year

2001

Date Purchased

02/2002

Dealer's Name and Telephone Number

Sheehy Ford (804) 798-4791

Engine:

No: Cylinders

V-8

Fuel Type:

UNLEADED

Original Owner

Dealer's City

Ashland

State

VA

Zip Code

23005

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

06-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING

Failure Mileage

88787

Failure Speed

55

65

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

Number of Deaths

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).

AND THE CONTACT OWNS A 2001 LINCOLN TOWN CAR. WHILE DRIVING 50 MPH THE CHECK ENGINE SOON SERVICE LIGHT ILLUMINATED. HE STOPPED AND NOTICED THAT THERE WAS NO WATER IN THE ENGINE. THE DEALER CONFIRMED THAT THE WATER IN THE MANIFOLD PENETRATED IT AND CAUSED THE ENGINE TO FAIL. THE DEALER REPLACED THE MANIFOLD AND THE ENGINE FOR \$6,200. THE FAILURE MILEAGE WAS 88,787. 88,760.

There was water mixed with oil in the engine and I recommended it be replaced for \$6,200. Towed the car to Sheehy Ford in Burlington.

This was denied by owner. The owner towed the car to Eltham Auto Clinic, West Point Va. and had the motor replaced. See attached correspondence.

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.

See written description (attached) and attached correspondence.

TL\* The contact owns a 2001 Lincoln Town car. While driving 65 mph on I-85 in Burlington, N.C. the check engine light illuminated. He stopped and noticed that there was water mixed with oil in the engine. He then had the car towed to Stearn's Ford in Burlington, N.C. The dealer confirmed that the water in the manifold penetrated the engine and caused it to fail. The failure mileage was 88,787. The dealer recommended the manifold and engine be replaced for \$6,200. This was denied by the owner. The owner trailered the car to Eltham Auto Clinic in West Point, VA. And had the motor replaced for \$ 5,400. (see attached correspondence).



[REDACTED]  
Walkerton, VA [REDACTED]  
[REDACTED]

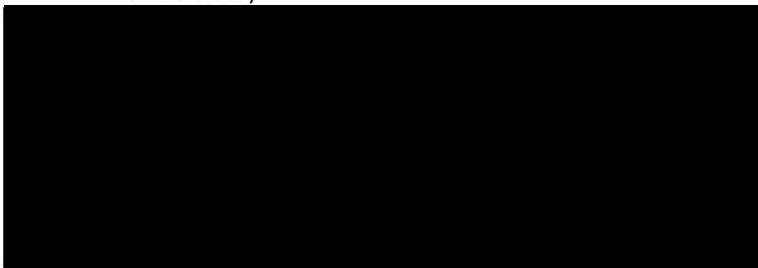
January 25, 2010

[www.nhtsa.gov](http://www.nhtsa.gov)

To: nhtsa

I am sending a copy and documentation of a letter I have written to Ford Motor Co. about my 2001 Lincoln. The motor blew up with only 88,787 miles on it. I feel that there may be others that have had this problem with the 4.6 liter V-8 motor and this will help in tracking records.

Thank You,



[REDACTED]  
Walkerton, VA [REDACTED]

Phone [REDACTED]  
[REDACTED]

January 25, 2010

Ford Motor Company  
P. O. Box 6248  
Dearborn, Michigan 48126

Dear Ford Motor Company,

This letter is to inform you in writing of the motor problem I had with my 2001 Lincoln Town car, VIN# 1LNHM81W31Y [REDACTED]. On December 10, 2009 I called Ford Motor Company and explained the problem to Crystal (800-241-3673). I asked her if Ford had experienced other problems with this 4.6 liter motor, with the intake manifold cracking leaking water into the motor and in some cases blowing the motor up. I also asked if Ford could give me some monetary assistance because this is what happened to my car with only 88,787 miles on it.

I explained to Crystal the motor problem occurred Sunday December 6, 2009 on I-85 in Burlington, North Carolina while enroute taking my wife's aunt home to Morganton, North Carolina. The yellow "service engine soon" light came on and the car hesitated slightly, it went off and did this twice more in the 3 to 4 miles on I-85 before I got off on exit 143 in Burlington. The motor cut off at the end of the exit ramp and was making a lot of noise. I didn't know if it was just some bad gas. So I restarted the engine and pulled into the Sheetz gas station, raised the hood and discovered water in the oil on the dipstick.

A pool of liquid was underneath the car. I called Adams Towing and Recovery to tow the car several blocks on the same road (Alamance Rd) to Stearns Ford, Inc. I left a message in the drop box explaining the problem. I then rented a car to take my wife's aunt home to Morganton, NC. The Aunt has heart and breathing problems and was on her last tank of oxygen so it was important that she get home where her doctors and meds were. The next day (Monday) Steven from Stearns Ford called and said the motor was ruined and it would cost \$6,200 to replace it and it would take a week to make the repairs. Needless to say this was a shock and I told him I would call him back. After talking to my wife we decided to haul the car back home to Virginia for the work to be done. We picked the car up on Wednesday December 9 on a U-Haul trailer and brought it to Eltham Auto Clinic, in West Point, VA. Where we had the car repaired.

Crystal checked her records and said she didn't see any recalls on the motor replacements for this car. However, there had been a seven year program from the initial date of the warranty concerning cracks in the intake manifold for this particular motor. She informed me while there was no monetary help at this time to keep my receipts of repairs for possibility of a future reimbursement program. She gave me two web sites to check on [www.fordowner.com](http://www.fordowner.com) and [www.nhtsa.gov](http://www.nhtsa.gov) and if anything comes out later Ford would cover Ford dealerships as well as other shop's work. We ended the conversation on this note.

I have been a Ford customer for over 20 years. I took very good care of this car and it was no reason for the motor to blow up with only 88,787 miles on it. I had this car serviced at Pearson Lincoln Mercury, Richmond, VA. And Sheehy Ford Mercury in Ashland, VA. The motor was a huge cost to me of \$5437.11. Also I am retired and on a fixed income and if the bad economy wasn't enough this sure was the straw that broke the camels back! I would appreciate any reimbursing Ford Motor Co. can give me for the replacement of this motor.

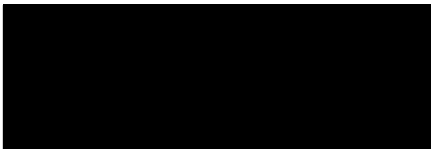
**Attached are the Stearn's Ford analysis and the Eltham Motor Clinic charges for the motor replacement. I have also attached other receipts for verification purposes.**

**Please note I am sending copies of this letter, repair costs and other information to nhtsa.gov and Sheehy Ford Mercury where I bought the vehicle. For the reason of documentation purposes. If there are others who have experienced the 4.6 liter V-8 motor failure this will help in tracking the records.**

**I hope Ford Motor Co. will acknowledge this faulty product and reimburse me and any other person with this same problem.**

**A response would be appreciated. Thank you.**

**Sincerely,**



### Eitham Auto Clinic

18430 Eltham Rd, P.O. Box 125  
 West Point, VA 23181  
 Shop Phone: (804) 843-4090  
 Fax: (804) 843-6111  
 Email: elthamautoclinic@gmail.com  
 Web Address: www.elthamautoclinic.com

Invoice

19999  
 Estimate Ref #0  
 Date Printed: 01/07/2010  
 Printed Time: 11:27 am

Ha/Ref: Foreign and Domestic Service and Repair Time Promised:

2001 LINCOLN TOWN CAR V8 4.6L 281CID FI GAS N W  
 VIN: 1LNLHM81W31Y  
 License: Mileage In: 88,787 Date Written: 12/11/2009  
 Home: Work: Diane Unit #: Mileage Out: 88,787 Written By: Travis Moskalsk...  
 Cell: DOM: Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	Jasper Remanufactured Engine	David Dean			
Labor General	Work Requested - Install Jasper Remanufactured Engine				1,300.00
Part 197610	Jasper Remanufactured Engine Stock# 197610 Production# 679222 3 year, 100,000 mile Nationwide, Transferrable Warranty		1.00	3,015.00	3,015.00
Part 615-175	Intake Manifold		1.00	498.95	498.95
Part SP493	Motorcraft Spark Plugs		8.00	9.95	79.60
Part A24343	Air Filter Element		1.00	24.95	24.95
Part F65277	Fuel Filter		1.00	28.95	28.95
Part PV98C	PCV Valve		1.00	10.95	10.95
Part PW-464	Water Pump		1.00	189.95	189.95
Part AF-1	Antifreeze		2.00	16.00	32.00
Part SL24651	Oil Filter		1.00	4.64	4.64
Part 5w30	qt of 5w-30 motor oil		5.00	2.50	12.50

Payment Date	Type	Method	Amount
12/11/2009	Credit	Visa	2,598.00
1/7/2010	Credit	Discover	2,839.11
<b>Payment Totals:</b>			<b>\$5,437.11</b>

Parts: \$3,897.49  
 Labor: \$1,300.00  
 Sublet: \$0.00  
 Misc: \$0.00  
 Hazmat: \$5.00  
 Supplies: \$39.75  
 Tax: \$194.87  
**Invoice Total: \$5,437.11**  
 Less Paid: 5,437.11  
**Balance Due: \$0.00**

Thank You for Your Business. Be sure to check out our weekly specials at www.elthamautoclinic.com!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

Authorized By \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_



# STEARNS FORD, Inc.

602 Alamance Road

BURLINGTON, N.C. 27215

Office/Sales 336-229-6951

Parts 336-229-6958

Service 336-229-6959



*Picked car up on 12/09/09*

CUSTOMER NO. <b>32988</b>	ADVISOR <b>STEVEN</b> <i>OH</i>	TAG NO. <b>264 641</b>	INVOICE DATE <b>12/08/09</b>	INVOICE NO. <b>FOCS152935</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>88,760</b>	COLOR <b>TAN/</b>	STOCK NO.
YEAR / MAKE / MODEL <b>01/LINCOLN/TOWN CAR/4DR SDN SIGN</b>			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. <b>1 L N H M 8 1 W 3 1 Y</b>			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		P.O. NO.	R.O. DATE <b>12/07/09</b>	
COMMENTS				

JOB# 1 CHARGES

LABOR  
 CH# 26E0Z GENERAL REPAIRS TECH(S) 139 84.00  
 CK FOR WATER IN OIL (DO NOT START) MAKES TERRIBLE NOISE  
 CK ENG LIGHT CAME ON AND CUT OFF  
 ADVISE  
 PERFORMED DIAG. HAS WATER INSIDE ENGINE POSSIBLY DUE TO  
 INTAKE. RECOMMENDED TO DISASSEMBLY ENGINE FOR INSPECTION  
 OR REPLACE ENGINE. CUSTOMER DECLINED.

JOB# 1 TOTALS  
 LABOR 84.00  
 TOTALS 84.00

TOTALS  
 CASH \* CHECK \* CREDIT CARD \* CHARGE \* EXTENDED WARR

TOTAL LABOR....	84.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

**TOTAL INVOICE \$ 84.00**

\*\*\*\*\* WHILE YOUR VEHICLE WAS IN FOR SERVICE \*\*\*\*\*  
 \*\*\*\*\* WE PERFORMED AN EXTERNAL INSPECTION \*\*\*\*\*  
 \*\*\*\*\* SUCH AS LOOKING UNDER THE HOOD OR \*\*\*\*\*  
 \*\*\*\*\* WALKING AROUND YOUR VEHICLE \*\*\*\*\*

"THANK YOU FOR YOUR BUSINESS"

CUSTOMER SIGNATURE



**DISCLAIMER OF WARRANTIES**  
 THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**THANK YOU FOR YOUR BUSINESS!**

CUSTOMER'S SIGNATURE

STEARNS FORD, Inc

336-229-6958

CUSTOMER COPY: COPY REPUTATION [ END OF INVOICE ] 11:32am

The Reynolds and Reynolds Company EPANTRINVE C086765 0 (02/98)

**ADAMS TOWING & RECOVERY**

1203 BELMONT STREET  
 BURLINGTON, NC 27215  
 (336) 228-0730

**Service**

DATE 12 6 09	TIME	A.M. / P.M. P.M.	REQUESTED BY Owner	P.O. NO.
NAME				
ADDRESS				
CITY Charlottesville VA			STATE VA	
LOCATION OF VEHICLE Blair Road				
YEAR, MAKE, MODEL 2001 Buick		COLOR Tan	DRIVER	
STATE	LIC. PLATE NO.	VEHICLE I.D. NO.	REGISTERED OWNER	
MILEAGE		SERVICE TIME	EXTRA PERSON	
FINISH		FINISH	FINISH	
START		START	START	
TOTAL		TOTAL	TOTAL	
REASON FOR TOW			SPECIAL EQUIPMENT	
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ABANDONED <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN CAR <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> TOW ZONE <input type="checkbox"/> SNOW REMOVAL <input type="checkbox"/> BREAK DOWN <input type="checkbox"/> LOCK OUT <input type="checkbox"/> START			<input type="checkbox"/> FLAT-TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
TYPE OF TOW		TOWED PER ORDER OF	VEHICLE TOWED TO	
<input type="checkbox"/> SLING/ HOIST TOW <input type="checkbox"/> FLAT BED/ RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/>		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input checked="" type="checkbox"/> OWNER <input type="checkbox"/> DEALER	FIRST TOW Blair Road SECOND TOW	
STORAGE FROM			TOWING CHARGE	\$500
TO _____ DAYS @ \$ _____			MILEAGE CHARGE	
PAID BY			EXTRA PERSON	
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK    DRIVERS LIC. NO. _____ <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX    EXP. DATE _____			SPECIAL EQUIPMENT	
CC NO. _____			LABOR CHARGE	
OPERATOR'S SIGNATURE			STORAGE	
DATE 12/6/09				
TRUCK NO. 10			SUB-TOTAL	
AUTHORIZED SIGNATURE			TAX	
DATE			TOTAL	\$500
VEHICLE RELEASED TO				
DATE				

Not responsible for loss or damage to vehicle

Thank You



**One-Way Rental (OUT) - Wednesday, 12/9/2009 10:33 AM Contract No.: 80963071**  
**ROADSIDE ASSISTANCE: 1-800-528-0355- DC 3749T AT 4279W**  
**Dispatched From: 052254 - Safe Protection: (YES)**

Questions or need help? Call me.  
 (336)226-6136

Customer:

Walkerton, VA

DOB: [REDACTED]  
 DL: [REDACTED]

**Renting Location:**  
 SUPERIOR TRAILER - (052254)  
 812 PLANTATION DR  
 BURLINGTON, NC 27215

**Vehicle In Tow:** 2001 Lincoln Town Car Plate: unknown NC

• I agree that only the "Vehicle In Tow" listed on this contract will be towed using U-Haul equipment.

**Destination:** WEST POINT, VA      **Due Date/Time:** 12/11/2009 10:36 AM  
**Return Equipment To:** MODRS SERVICENTER      3000 KING WILLIAM AVE, WEST POINT, VA (804) 843-2666

Days Allowed: 2      MI Allowed: 254.0  
 Extra Day Rate for the DC \$40.00 Per Day      \$0.40 Per MI  
 Extra Day Rate for the AT \$20.00 Per Day

Equipment	MI Out	Coverage	Rental Charge	Total Charge
DC 3749T AD68851 AZ	17379.3	SafeMove \$42.00	\$129.00	\$171.00
AUTO TRANSPORT AT 4279W Plate: U8401 State:		SafeTow: \$24.00	\$59.00	\$83.00

**FUEL TANK CAPACITY: 38 GALLONS**



**Environmental Fee:** \$5.00  
**SubTotal:** \$259.00  
**Rental Tax:** \$24.61  
**Rental Deposit Paid:** \$0.00  
**Total Rental Charges (including Deposit):** \$283.61

Card Type: Visa      Account: XXXXXXXXXXXX78338      Auth- 03039C

**Credit Card Payment:** \$283.61  
**Net Paid Today:** \$283.61

- I confirm that the mark on the picture of a fuel gauge on this contract matches the fuel gauge reading on the truck. I agree to return this truck with this amount of fuel or pay a \$30.00 fueling fee and a minimum of \$3.00 per gallon for fuel used. U-Haul does not reimburse if this truck is returned with more fuel than when it was dispatched. U-Haul pays for oil (save receipts).
- U-Haul provides the Customer with minimum limits of protection required by that state or province where arises any claim, suit or cause of action. This provided protection is in excess or secondary to any insurance coverage(s) of the Customer. Customer assumes Sole Responsibility for any and all liability that exceeds the applicable minimum limits of protection for that state or province.
- I understand that this equipment must be returned to one of the U-Haul drop-off locations listed on this contract or I must call the drop-off number.
- I understand that the equipment rented is water resistant and not water proof.
- I acknowledge that I have received the appropriate User Instructions and acknowledge my responsibility to fully read and understand these User Instructions before operating the equipment.
- Watch for overhead objects. I understand and agree that a collision with an overhead object is one of several exclusions under the damage waiver portion of SafeMove protection.
- I acknowledge the conditions of this Rental Contract and the Rental Contract Addendum.

X

X \_\_\_\_\_  
 Agent Signature - (52254)

**Contract Remarks:**  
 The dropoff location was changed from RICHMOND VA to WEST POINT VA by KEVIN DIVEL Vehicle Towing: TM - 10' Truck. Vehicle Being Towed: 2001 Lincoln Town Car RWD. Contact cust for sched by PHONE at 8043664350 SCHEDULING NOTE: Spoke To Customer - SCHEDULED BY TRAFFIC: P/U [12/9/2009 10:00 PM] - RETURN [12/11/2009 10:00 PM]

**Save 10% at La Quinta Inns. As a U-Haul customer, you can receive a special 10% discount. Book online at [www.LQ.com/uhaul](http://www.LQ.com/uhaul) OR call 1-800-SLEEP-LQ and ask for the U-HAUL rate.**