

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF

## INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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 <b>JUN 01 2010</b> 12-APR-2010	Repository <input type="checkbox"/>
	Reference No. 10325166

### OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City LENA	State WI	Zip Code			

*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 1LNFM82W8XY		Make LINCOLN	Model TOWN CAR	Model Year 1999
Date Purchased 6-5-2010	Dealer's Name and Telephone Number Mueller Lincoln Mercury 920-231-5010		Engine: No: Cylinders	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City Osh Kosh	State WI	Zip Code 54904	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 07-APR-2010	

### FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION	Failure Mileage 75397	Failure Speed 3
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### 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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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#### 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 1999 LINCOLN TOWN CAR. THE CONTACT WAS DRIVING APPROXIMATELY 3 MPH IN A PARKING LOT. THE BALL JOINTS DETACHED WITHOUT WARNING. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER. A RECALL REPAIR WAS PERFORMED UNDER NHTSA CAMPAIGN ID NUMBER 098V322000 (SUSPENSION: FRONT: CONTROL ARM: LOWER BALL JOINT). THE FAILURE MILEAGE WAS 75,397. THE CURRENT MILEAGE WAS 75,412.

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.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

We were told the ball joint would not come off of a moving vehicle. I'm not an idiot. I just looked at the dealer & didnt even speak. Dont know date bought this used car, found it

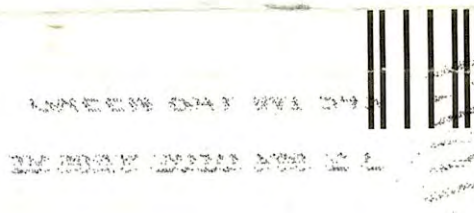
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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**



**safercar.gov**

**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

**www.safercar.gov**

**or call:**

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



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

April 13, 2010

[REDACTED]  
Lena, Wisconsin [REDACTED]

To whom it may concern:

I, [REDACTED] am writing this letter with a concern with the tie rod ball joint on our 1999 Lincoln Town car. I was going to a meeting and when I backed up to park, clunk; there went the end of the tie rod. I put the car in park and looked under and seen what happened. People at the meeting helped me push it out of the way of the hospital Eagle III pad. I was so upset; I couldn't even stay focused at the meeting. When I called my husband and explained what happened, his first concern was if I was OK. He couldn't believe what happened especially with only 75,000 miles on the car. It was difficult to sleep because I kept thinking if I was on the road going 55 MPH, what could have happened.

We have owned Lincoln's for over 20 years and this is now having me concern if that will be my next car to purchase. We have been shopping around for another Lincoln and we have decided to take a break at looking for now. Our plan was to trade in the next year and now we don't know if that would be a wise decision for us.

We take our vehicles to Peterson Ford in Oconto Falls for service and they can verify that we take care of our vehicles. They have all the records.

The thought of possibly being in an accident just shakes me up to no end. The thought of not being able to work in my garden, flower beds, volunteering on local rescue squad (32+ years) would be devastating to me. What if I was going to an ambulance call and broke enroute could have been very serious. The thought of been crippled up for life, not being able to do things with my family (children, grandchildren, great-grandchildren) or even die scares the heck out of me. I am now enjoying retirement and don't want something like this shortening my time to do all the things I want. What really makes me think is driving to Green Bay with our best friend last week-end and if something would have happened then, how do you get over something like that or explain to their family as well? The speed limit is 65 MPH on the four lane highway.

My biggest question is WHY no grease zirts on the ball joint? The cost of doing that compared to my cost to get the car fixed just doesn't make sense to me. This bill wasn't in my budget either. I want to let you know of my concerns because if I don't, this can happen to many more with more serious results.

Thank you,

[REDACTED]

[REDACTED]



**Peterson Ford Limited Partnership**

300 North Main Street  
Oconto Falls, WI 54154  
Phone # (920) 848-2826

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 4:30 p.m.  
Monday - Friday  
7:00 a.m. to 11:00 a.m.  
Saturday

R/O Open Date	R/O Number
4/08/10	161170/1
R/O Close Date	Status
4/12/10	Final
Mileage In	Mileage Out
75397	75397
Service Advisor / Tag #	
84 Dave/*W*	

LENA, WI

Work Phone	Vehicle Identification Number	
Home Phone	1LNFM82W8XY	
Body	Delivery Date	In-Service Date
	Color	License Number
	WHITE	

Year	Make	Model
1999	LINCOLN	TOWN CAR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: THE TIE ROD END FELL OFF Work performed by CN (65 ) 187.20 Work performed by AC (23 ) Installed F5AZ 3V130 A :END - SPINDLE ROD CONNECTI 2@63.75 127.50 Installed F5AZ 3V131 A :END - SPINDLE ROD CONNECTI 2@63.75 127.50 Installed F4ZZ 3V050 A :KIT - STEERING GEAR TIE RO 2@99.50 199.00 CHECKED AND REPLACED THE TIE ROD END THAT FELL OFF . REPLACED THE OTHER TIE ROD ENDS AND BOTH LOWER BALL JOINTS THAT WERE LOOSE Sub Total: 641.20</p>	
<p>#2 - TOW: TOWING Work performed by MGT (99 ) 60.00 Sub Total: 60.00</p>	
<p>#3 - A2WT: 2 WHEEL ALIGNMENT-TIRE WEAR.ALIGNMENT WARRANTY COVERAGE UP TO THE EARLIER OFTHREE MONTHS OR 3,000 MILES FROM ALIGNMENT DATE,WHICHEVER LIMITATION,MIL ES OR MONTHS,OCCURS FIRST Work performed by CN (65 ) 49.95 DID A FRONT END ALINMENT, ADJUSTED THE CAMBER AND CASTER AND SET THE TOE. Sub Total: 49.95</p>	
<p>#4 - 1P6: 6 QT. OIL CHANGE FOR CARS Work performed by DW (86 ) Installed FL 820 S :FILTER ASY - OIL Qty 1 Installed 5W30 :MOTORCRAFT 5W30 Qty 6</p>	<p>Included Included Included</p>

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

X



**Peterson Ford Limited Partnership**

300 North Main Street  
Oconto Falls, WI 54154  
Phone # (920) 848-2826

SERVICE DEPARTMENT HOURS  
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Monday - Friday  
7:00 a.m. to 11:00 a.m.  
Saturday

R/O Open Date	R/O Number
4/08/10	161170/2
R/O Close Date	Status
4/12/10	Final
Mileage In	Mileage Out
75397	75397
Service Advisor / Tag #	
84 Dave/*W*	

[Redacted]  
LENA, WI [Redacted]

Work Phone	Vehicle Identification Number
[Redacted]	1LNFM82W8XY [Redacted]
Home Phone	Delivery Date
[Redacted]	
Body	In-Service Date
Color	License Number
WHITE	

Year	Make	Model
1999	LINCOLN	TOWN CAR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
6 QT OIL CHANGE FOR CARS	31.45
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#5 - 99P: PERFORM MULTI-POINT INSPECTION Work performed by CN (65 ) Sub Total: .00	
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#6 - GTIRE: TIRE TREAD AND WEAR IS OK AT THIS TIME. Sub Total: .00	
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#7 - GBATT: BATTERY CONDITION IS GOOD Sub Total: .00	
-----	
10% Senior Citizen Discount	-64.12

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	305.83
PARTS	476.77
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	19.24
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	40.58
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-64.12
TOTAL DUE	778.30
Check [Redacted]	778.30

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**  
X