



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
FEB 1 2011
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City FREELAND State MD Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number [REDACTED]

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
 1LNBM82FLJY [REDACTED] Make LINCOLN Model TOWN CAR Model Year 1988
 Date Purchased **6-15-10** Dealer's Name and Telephone Number **PRIVATE OWNER** Engine: No: Cylinders **8** Fuel Type: **GAS**
 Original Owner Dealer's City **ESSEX MD** State **MD** Zip Code **21221**
 Transmission Type Antilock Brakes Powertrain Multiple Failure: Incident Date(s) **22-NOV-2010**
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Failure Mileage 85000 Failure Speed 25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
 DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: **LINKAGE TO TRANSMISSION**
 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 [REDACTED] Number of Deaths [REDACTED] 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 1988 LINCOLN TOWNCAR. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH, THE CLIP FROM THE THROTTLE BODY FRACTURED AND ACCELERATED THE VEHICLE TO 80 MPH. THE CONTACT WAS ABLE TO STOP THE VEHICLE BY REMOVING THE KEY FROM THE IGNITION. THE VEHICLE WAS TOWED TO A DEALER WHO INFORMED THE CONTACT THAT HE NEEDED TO REPLACE THE THROTTLE BODY CLIP. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 85,000.

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.

Nov 28, 2010

To whom it may concern:

On Nov 18, 2010 I took my 1988 Lincoln town car to the Beasley Ford service dept. to have the transmission selector cable repaired and have some vacuum tubes replaced at an estimate cost of 200.00 dollars, which I said was acceptable. I was called on the morning of Nov.19, 2010 and the service adviser said there was more vacuum tubes needed to be repaired than he been told by the mechanic and that the charge would be 568.00 dollars. That afternoon I was called and told my vehicle was ready for pickup.

Upon arrival at the Beasley Ford I went to the service adviser and was told if I paid my bill my car was ready, which I did. I went out to get my car and started home it as running so ruff that I returned to the Beasley Ford service dept. .The service adviser said he would have it repaired, on Monday as the service dept. was already booked for Saturday. When Monday came around the adviser called at 8.00 am and said that somehow three spark plug wires that were fine when I took the vehicle in were not in place, and once again the vehicle was ready.

On Monday evening about 4.00 PM I went to get my car again leaving the loaner car the adviser had given me on Friday. This time I started home and the car didn't seem right, but I thought it was just cold. I went about maybe two miles and the car accelerated without me having my foot on the accelerator, the only way to slow the car down was to turn of the key switch off. I kept the car under control until I got to a place where I could get it off the road safely. At this time I called the adviser again, this time he told me to call his towing co, and have the car brought back to the Beasley Ford service dept. When I called the towing company the owner wouldn't answer the call, he said because it was a Maryland Number even though the car was in Pa. he is not licensed to tow in MD. At this time I called the adviser back and told him that the tow man wouldn't answer my call to please call them and see if he could get through. He called me back and and said that they would be there ASAP, so I had to wait about 40 minutes and the truck did show up. At this time we took the car back to the Beasley Ford service dept. where I got one of my friends that worked there to get me a ride home. The service adviser did not offer transportation.

Upon calling the adviser on Tuesday I was told that my car was just an old car and had broken all by it self and it was nothing they had worked on, which I knew was less than the truth as I have been around cars for the last fifty years and had never seen anything like this happen. Then the Service Manager, Mike Kahler, called and said that was just the way it was that my car was an old car and needed more work and that he would pay the towing and for the broken part, but being my car was so old that was all he would do that I was just stuck with the broken car and he didn't want to hear any more about it.

While I was sitting waiting for the tow company I called my credit card company and ask them to hold payment back until which time the Beasley Ford service dept. would put my car back in the condition it was in when I left it in there care. At this time I was told that the transmission is burned up, it will have to be replaced, the transmission estimated cost of 1400.00 dollars.

I would like to resolve this issue and would be open to conversation please call me at [REDACTED]

[REDACTED]



Freeland, MD

POSTAGE WILL BE PAID BY ADDRESSEE



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