



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

Repository ☐

12-JAN-2012

FEB 13 2012

Reference No.
10443549

OWNER INFORMATION (Type or Print)

Name

Address

City

LIVONIA

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

1LNHM81W33Y

Make

LINCOLN

Model

TOWN CAR

Model Year

2003

Date Purchased

Jan 2003

Dealer's Name and Telephone Number

STU EVANS OUT OF BUSINESS

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

11-JAN-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage
65000

Failure Speed
35

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: DOTM19ABC036)

☐ 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

0

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

Please describe (1) the events leading up to the failure, (2) the failure and its consequences, and (3) what was done to correct the failure; (4) parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2003 LINCOLN TOWN CAR. WHILE DRIVING APPROXIMATELY 35 MPH, A LOUD NOISE EMITTED FROM THE OUTSIDE REAR OF THE VEHICLE. THE CONTACT CONTINUED TO DRIVE AT A REDUCED SPEED. LATER, BOTH FRONT COIL SPRINGS WERE REPLACED. THE VEHICLE HAD NOT BEEN DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 65,000.

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 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)

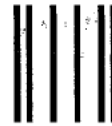
ATTACH ADDITIONAL SHEETS IF NECESSARY

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**



**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 Safety Questionnaire (VSA)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Muffier Man

7210 Merriman
Westland, MI 48185-0000
Shop Phone: (734) 421-6446

Invoice

21526

Estimate Ref #10,199

Date Printed: 04/07/2011

Printed Time: 1:08 pm

Hat/Ref:

Your Complete Auto Repair Facility

Time Promised:

2003 LINCOLN TOWN CAR SIGNATURE V8 4.6L 281CID FI GAS N W

VIN:

License:

Mileage In: 0

Date Written: 04/07/2011

Unit #:

Mileage Out: 0

Written By:

DOM:

Save Old Parts: No

Home: [REDACTED]
Cell: [REDACTED]

Job Name	Description	Technician	Qty	List	Extended
Job #1	replace front hub assemblies				
Labor 1	Work Requested - replace front hub assemblies				200.00
Part boaj	front hub assemblies		2.00	130.00	260.00

1 YR,12000 MILE WARRANTY ON PARTS AND LABOR

Payment Date	Type	Method	Amount
4/7/2011	Cash		428.04
Payment Totals:			\$428.04

Parts: \$260.00
Labor: \$200.00
Sublet: \$0.00
Misc: \$0.00
Discount: \$46.00
Hazmat: \$0.00
Supplies: \$0.00
Tax: \$14.04
Invoice Total: \$428.04
Less Paid: 428.04
Balance Due: \$0.00

THANK YOU FOR YOUR BUSINESS

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 _____

Muffler Man

7210 Merriman

Westland, MI 48185-0000

Shop Phone: (734) 421-6446

Invoice

25221

Estimate Ref #12,890

Date Printed: 12/20/2011

Printed Time: 12:54 pm

Hat/Ref:

Your Complete Auto Repair Facility

Time Promised:

2003 LINCOLN TOWN CAR SIGNATURE V8 4.6L 281CID FI GAS N W

VIN:

License:

Mileage In: 0

Date Written: 12/19/2011

Unit #:

Mileage Out: 0

Written By:

DOM:

Save Old Parts: No

Home:

Cell:

Job Name	Description	Technician	Qty	List	Extended
Job #1	replace front struts and springs	Bill			
Labor 1	Work Requested - replace front struts and springs				105.00
Part bovp	struts and springs front		1.00	495.00	495.00

3 yrs,36,000 mile warranty on shocks,and struts-1 yr on labor

Payment Date	Type	Method	Amount
12/20/2011	Cash		581.58
12/20/2011	Refund		-14.85
Payment Totals:			\$566.73

Parts:	\$495.00
Labor:	\$105.00
Sublet:	\$0.00
Misc:	\$0.00
Discount:	\$60.00
Hazmat:	\$0.00
Supplies:	\$0.00
Tax:	\$26.73
Invoice Total:	\$566.73
Less Paid:	566.73
Balance Due:	\$0.00

THANK YOU FOR YOUR BUSINESS

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 _____

Muffler Man

7210 Merriman

Westland, MI 48185-0000

Shop Phone: (734) 421-6446

Invoice

25632

Estimate Ref #0

Date Printed: 01/19/2012

Printed Time: 9:54 am

Hat/Ref:

Your Complete Auto Repair Facility

Time Promised:

2003 LINCOLN TOWN CAR SIGNATURE V8 4.6L 281CID FI GAS N W

VIN:

License:

Mileage In: 0

Date Written: 01/19/2012

Unit #:

Mileage Out: 0

Written By:

DOM:

Save Old Parts: No

Home:

Cell:

Job Name	Description	Technician	Qty	List	Extended
Job #1	replace rear wheel bearings	Bill			
Labor 1	Work Requested - replace rear wheel bearings				105.00
Part bola	REAR WHEEL BEARINGS, SEALS AND GEAR OIL		1.00	105.00	105.00

1 YR, 12000 MILE WARRANTY ON PARTS AND LABOR

Payment Date	Type	Method	Amount
1/19/2012	Cash		197.82
Payment Totals:			\$197.82

Parts:	\$105.00
Labor:	\$105.00
Sublet:	\$0.00
Misc:	\$0.00
Discount:	\$21.00
Hazmat:	\$0.00
Supplies:	\$3.15
Tax:	\$5.67
Invoice Total:	\$197.82
Less Paid:	197.82
Balance Due:	\$0.00

THANK YOU FOR YOUR BUSINESS

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 _____