

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received JUL 12 2012 13-JUN-2012	
				Repository ☐	
				Reference No. 10461456	
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
WATERBURY	CT				
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			Make	Model	Model Year
1LNLM92V5VY			LINCOLN	MARK VIII LSC	1997
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
6-29-07	Fax 203-757 3896 Jim Juliani Motor Car Co.		4.6	gasoline	
Original Owner	Dealer's City	State	Zip Code		
2nd owner	Waterbury	CT	06704		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
Auto	☒ Cruise Control				5-16-12 12-MAY-2012 5-24-12 6-4-12 6-7-12
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM; 353600 EQUIPMENT: ELECTRICAL; AIR CONDITIONER			Failure Mileage	Failure Speed	
Discharge line/Hose			103000	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: 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	Number of Deaths	Reported to Police	
		0	0	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 LSC. THE CONTACT STATED THAT THE REFRIGERATION DISCHARGE LINE FAILED DUE TO RUST AND CORROSION. THE VEHICLE WAS TAKEN TO THE DEALER BECAUSE THE AIR CONDITIONER FAILED AFTER THEY INSTALLED R134A REFRIGERATION. THE MANUFACTURER WAS NOTIFIED WHO STATED HE SHOULD CALL THE DEALER TO GET THE VEHICLE REPAIRED AGAIN. THE FAILURE MILEAGE WAS 103,000.					
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)

I've owned this vehicle since June of 2007, I'm the 2nd owner. The AC worked perfectly when I bought the vehicle. Since 2007 this car was only driven in the autumn of each year, Oct-Nov 2007-2008. I only used the vent on the heat because of the time of year. This year (2012) I put the car on the road in the springtime. The repair bills speak for themselves. This component malfunctioned - and it is not even a moving part! The service manager at Anderson Auto Electric was able to find my part on the web in the aftermarket. The new part is made out of aluminum. I called Lincoln in Michigan - they told me to hold on to my receipts because of the possibility of recall. Case # 1434531502. That's about it!

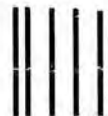
ATTACH ADDITIONAL SHEETS IF NECESSARY

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**



safecar.gov

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



If so:

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

or visit:

www.safecar.gov

or call:

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



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

1 by date

403216



INVOICE

A Division of The Shaker Auto Group
1189 New Haven Road
Naugatuck, CT 06770
(203) 729-0707 • Fax: (203) 720-4011

PAGE 1

WATERBURY, CT

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 780 MARNIE SBORDONE

BUS:		COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG				
				97	LINCOLN MARK VIII		1LNLM92V5VY				103646/103646						
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE			
01JAN97 DD						17:00 16MAY12				90.00		CASH		16MAY12			
R.O. OPENED				READY			OPTIONS: ENG:4.6 LITER EFI DOHC										
09:34 16MAY12				10:37 16MAY12													
												LIST		NET		TOTAL	

A RECHARGE A/C CHK AND ADVISE.

24 A/C AND HEATING

205 CP 1.00

1 164-R6060 R134 LEAK DYE

16 YN*19* REFRIGERANT - R-134A

CHECKED A/C FOUND THAT FREON WAS LOW, ADDED DYE AND REFILLED FREON
OK NOW.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

3.91

American Express Mashie

SERVICE DEPARTMENT HOURS: 7:30 a.m. to 5:30 p.m. Monday - Friday • 8:00 a.m. to 12:00 p.m.

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 and/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.

NO RETURN OF ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

DESCRIPTION	TOTALS
LABOR AMOUNT	78.14
PARTS AMOUNT	21.81
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.91
TOTAL CHARGES	103.85
LESS INSURANCE	0.00
SALES TAX	6.50
PLEASE PAY THIS AMOUNT	110.35

2

403332



INVOICE

A Division of The Shaker Auto Group
1189 New Haven Road
Naugatuck, CT 06770
(203) 729-0707 · Fax: (203) 720-4011

PAGE 1

WATERBURY, CT

HOME [REDACTED] CONT [REDACTED]

BUS: CELL: [REDACTED]

SERVICE ADVISOR: 780 MARNIE SBORDONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	97	LINCOLN MARK VIII	1LNLM92V5VY		105000/105000	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN97 DD			17:00 24MAY12		90.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:4.6_LITER_EFI_DOHC				

LIST	NET	TOTAL
13:36 24MAY12	14:30 24MAY12	
LINE OPCODE TECH TYPE HOURS		

A A/C BLOWING OUT WARM AIR,
22 WHEELS AND TIRES

29.55 29.55

205 CP 0.30
FOUND A LEAK IN THE HOSE THAT RUNS FROM THE COMPRESSOR TO THE
CONDENSERS, ALSO THE METAL PART OF THE HOSE IS RUSTED.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

1.48

American Express

SERVICE DEPARTMENT HOURS: 7:30 a.m. to 5:30 p.m. Monday - Friday · 8:00 a.m. to 12:00 p.m.

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 and/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.

NO RETURN OF ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

DESCRIPTION	TOTALS
LABOR AMOUNT	29.55
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.48
TOTAL CHARGES	31.03
LESS INSURANCE	0.00
SALES TAX	1.97
PLEASE PAY THIS AMOUNT	33.00

air conditioner, Defogger-Defroster (Back Window)
CONDICIONER
condenser, dehydrator and hoses - accumulator and hoses

↑ it seems it fatigued from inside out. I have old part. New after market component is made of aluminum.

CONDITIONER
condenser, dehydrator and hoses - accumulator and hoses

Randy - This is the component that failed (circled)
it has no moving parts.

19E746
19E576
W701992-S
%19E561



518489 7416

YF 240

4

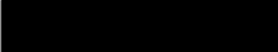
Anderson Auto Electric, Inc.
2091 South Main Street
Waterbury, CT 06706
203 755-0574

Repair Order #0042904

Date : 6/4/12

Page : 1

Center : 1

Customer : 
Address : 
City : WATERBURY, CT 
Ph 1 :  Ext : 
Ph 2 :  Ext : 

Vehicle : 1997 LINC MARK VIII

License :

E/C :

V.I.N : 1LNLM92V5VY 

Engine : V8-281 4.6L DOHC

Trans : AUTO

M/IN :

ABS :

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts	Subtotal
	Quan	Part Number				Price	
AIRO		Remove & Replace Air Cond Hose - One			91.57	146.12	237.69
	1.00	4811291	DISCHARGE LINE/HOSE			146.12	
AIR015		CHARGE A/C SYSTEM (R134A) Includes Evacuate, Recover & Recharge			77.36	62.59	139.95
		System with specified amount of refrigerant and oil. Add dye for future					
		diagnosis.					
	2.00	R134A	REFRIGERANT, R134A			40.32	
	1.00	A/C MISC KIT	OIL, DYE, MISC.			22.27	

OK Bad Recommendation OK Bad Recommendation OK Bad Recommendation

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. Warranty is 24 months or 24000 miles, whichever occurs first, unless specified otherwise. All warranty repairs must be done at this facility and cannot exceed original cost of repair.

SIGNATURE 

DATE 6-4-12

Labor : \$168.93
Parts : \$208.71
Sublet : \$0.00
Other Fees : \$0.00
Supply Chrg : \$17.19
Subtotal : \$394.83
Sales Tax : \$25.01

Paid By : Total : \$419.84
Pay Ref : Paid : \$150.00
Due : \$269.84

Anderson Auto Electric, Inc.

2091 South Main Street

Waterbury, CT 06706

203 755-0574

Repair Order #0042904

Date : 6/7/12

Page : 1

Center : 1

Customer: [REDACTED]

Address: [REDACTED]

City: WATERBURY, CT [REDACTED]

Ph 1 : [REDACTED] Ext: [REDACTED]

Ph 2 : [REDACTED] Ext: [REDACTED]

Vehicle : 1997 LINC MARK VIII

License [REDACTED] E/C :

V.I.N : 1LNLM92V5V [REDACTED]

Engine : V8-281 4.6L DOHC Trans : AUTO

M/I/N : 103707 ABS : Y

Op	Tech	Description	Part Number	Part Description	Reason for Replacement	Labor	Parts	Subtotal
	Quan						Price	
Estimate Approvals: Original Approval Date: 6/7/2012 2:19:00 PM Reason: Amount: \$419.84 Auth By: OLSZEWSKI, HANK Contacted By Phone Phone: (203) 596-7074 By: [REDACTED]								
AIR0	JS	Remove & Replace Air Cond Discharge Hose.				91.57	146.12	237.69
	1.00		4811291	DISCHARGE LINE/HOSE			146.12	
AIR015	JS	CHARGE A/C SYSTEM (R134A) Includes Evacuate, Recover & Recharge System with specified amount of refrigerant and oil. Add dye for future diagnosis.				77.36	62.59	139.95
	2.00		R134A	REFRIGERANT, R134A			40.32	
	1.00		A/C MISC KIT	OIL, DYE, MISC.			22.27	
Payments: Paid: DISCOVER, \$150.00, on 06/04/12 CardNo: [XXXXXXXXXXXX] AuthorizationNo: [00000002], Expires: XX/XX								

OK Bad	Recommendation	OK Bad	Recommendation	OK Bad	Recommendation
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C/CARD

06/07/12 14:19:41 CAPTURED Auth: 00742B Ref: 00000006

\$ 269.84 Disc ***** Exp: XX/XX Signature X

Agrees to Pay Total Amount According to Card Issuer Agreement

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. Warranty is 24 months or 24000 miles, whichever occurs first, unless specified otherwise. All warranty repairs must be done at this facility and cannot exceed original cost of repair.

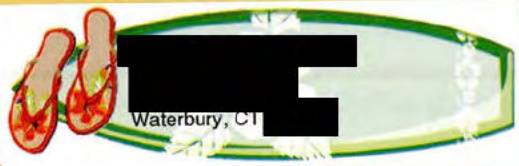
Labor :	\$168.9
Parts :	\$208.7
Sublet :	\$0.0
Other Fees :	\$0.0
Supply Chrg	\$17.1
Subtotal :	\$394.8
Sales Tax :	\$25.0

Paid By :	Total :	\$419.8
DISCOVER		
Pay Ref :	Paid :	\$419.8
	Due :	\$0.0

SIGNATURE [REDACTED]

DATE

6-7-12



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

ATTN: R. Reid