

U.S. Department of Transportation

National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

888-327-4236

www.safercar.gov

JUN 04 2012

FOR AGENCY USE ONLY

Date Received

Repository

Reference No.

10463681

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Street No. [Redacted] Apt. No. [Redacted]
 City Whitley City State Ky Zip Code [Redacted]

Daytime Telephone Number

Evening Telephone Number

E-mail

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

In the absence of authorization, NHTSA will provide a copy of this report to the manufacturer of your vehicle if a defect investigation or when you make a complaint about recall performance on your vehicle.

Signature of Owner [Redacted]

Date

12.8.2010

VEHICLE INFORMATION

17 digit Vehicle Identification number located at bottom of windshield on driver's side: 1LNLM8BWRN [Redacted]
 Make Lincoln Town Model Year 94 Current Mileage 1,680,000
 Date Purchased [Redacted] Dealer's Name and Telephone Number Danville Car lot
 Dealer's City Danville Ky State Ky Zip Code Can't Remember
 Engine: No. Cylinders 8 Fuel Type: Diesel Hybrid Gas Other
 Transmission Type: Manual Automatic
 Powertrain: All-Wheel Drive Rear-Wheel Drive Front-Wheel Drive Four-Wheel Drive
 Antilock Brakes Cruise Control
 Wire Harness WAS MESS UP

FAILED COMPONENT(S)/PART(S) INFORMATION

Component Name	Incident Date(s)	Failure Mileage	Failure Speed	Failure Location
				motor caught <input type="checkbox"/> Driver <input type="checkbox"/> Passenger <input type="checkbox"/> Front <input type="checkbox"/> Rear

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make/Brand [Redacted] Tire Model/Line [Redacted] Tire Name [Redacted] Tire Size (Example: P215/65R1105) [Redacted]
 Failed Structure: Tread Sidewall Bead
 DOT No. (Example: DOT MAL9ABC036 on sidewall) [Redacted] Original Equipment Prior Repair
 Failure Type: Blowout Blister Crack Torn Tread Separation Road Hazard Out of Round

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make [Redacted] Date Manufactured [Redacted] Model Number and Name Lincoln Town Car 94
 Seat Type: Infant Booster Integrated Convertible Other
 Failed Part. Describe Failure Below: Base Harness/Buckle LATCH Connector Shell Handle Other
 Installed in Vehicle using the: Vehicle safety belt LATCH system*
 *Vehicle info required

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash: Yes No Fire wire harness: Yes No
 Number of Persons Injured [Redacted] Number of Deaths [Redacted] Police Report No. Family Help Tow Home

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

I've try to be nice since this happy this is been going on 2007
 This is 2010 I would be happy with old Lincoln town car I loved it
 I've got Chevy car now because Ford don't care for there mistakes
 not mine the only way I could be happy is to get a 1994 town car
 or 2500 mats should matter to Ford to keep people to keep on
 buying Ford now I want because there mean they hurt there self
 please help me if u can please help me they got away with everything Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

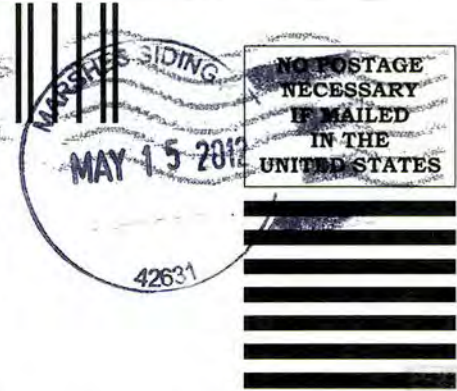
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I've Try TO get Ford TO Do The Right. Thery They don't CARE I ASK For just My Money back on The CAR it burn I Told Thom This all I want is just a little money back on my 1994 lincoion Town CAR I give 4,500 For The CAR all I want is 1,500 I've done Without a CAR for year I'll be happy if They just give me another 1994 lincoln Town CAR or CASH after it burn How CAN you bring it in I've Told Thom This They don't CARE if ant There CAR They need to be FAIR Hell That's only Right ATTACH ADDITIONAL SHEETS IF NECESSARY They will not do anything 2012 IT HAPPY 12-8-2010

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

LEXINGTON KY 405
15 MAY 2012 PM 2 L



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
400 7TH ST SW
WASHINGTON DC 20077-8214



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**

www.nhtsa.gov

NHTSA

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

Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121



May 2010



1994 Lincoln Town Car
1LNLM82W6RY

WHITLEY CITY, KY

*******PLEASE COMPLETE SAFETY RECALL 05S28*******

Despite prior notifications from Ford Motor Company regarding an open safety recall (05S28) to address a **potential underhood fire risk** on the above identified vehicle, Ford Motor Company records indicate this vehicle **has not been brought to a Ford dealer for repair**. Until this repair is performed, **a fire could occur at any time, even if the key is not in the ignition**. The issue relates to a component in the speed control system that could malfunction at any time even if the speed control system is in the OFF position.

Note: If you have had the speed control system deactivated, your vehicle does not pose a safety risk. Dealerships are able to perform the final repair which will restore operation of the speed control system.

What are we asking you to do?

The vehicle owner is responsible for contacting a Ford or Lincoln Mercury dealer to schedule a service appointment to complete this no charge safety recall. Ford strongly encourages you to complete this action as soon as possible. Parts are available for your dealer to complete this repair.

If you need help locating a dealer near you, please access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Until your vehicle is repaired, please park your vehicle away from structures to prevent a potential underhood fire from spreading.

Questions?

RETAIL OWNERS: If you have any questions, please contact the Ford Motor Company Customer Relationship Center at 1-888-222-2751. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available 8:00AM to 5:00 PM (Your Local Time). You may also contact us through the Internet at: www.Fordowner.com.

FLEET OWNERS: If you have any questions, please contact the Fleet Customer Information Center at 1-800-34-FLEET, select option #3. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone). You may also contact us through the internet at www.fleet.ford.com.

MOTORHOME OWNERS: If you have any questions, please contact the Motorhome Customer Assistance Center toll free at 1-866-906-9811. Representatives are available 24 hours a day.

If you have recently had this safety recall service completed or no longer own the vehicle, please disregard this notice.

Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible. Thank you for attending to this very important matter.

Ford Customer Service Division

As you can see I was telling
you the truth about Ford He the
Paper saying my car could get on Fire
and it did and they went help now