

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) 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 14-NOV-2012 AUG 6 2013		Repository ☐ Reference No. 10484668	
OWNER INFORMATION (Type or Print)							
Name		Daytime Telephone Number		E-mail Address			
Address		Evening Telephone Number					
City	State	Zip Code					
INDIANAPOLIS	IN						
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	
1LNHM82WX2Y		LINCOLN		TOWN CAR		2002	
Date Purchased	Dealer's Name and Telephone Number			Engine:		Fuel Type:	
SPRING 2011	HONEST ABE AUTO SALES (317) 638-1600			No: Cylinders		REGULAR	
Original Owner ☐	Dealer's City		State	Zip Code			
	INPPLS		IN	46222			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)		
	☐ Cruise Control		STEERING & BRAKES AIR BAGS		02-AUG-2012		
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 010000 STEERING				Failure Mileage		Failure Speed	
STEERING & AIR BAGS				129000		70	
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 3 + DOG	Number of Deaths 0	Reported to Police Y			
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 2002 LINCOLN TOWN CAR. THE CONTACT STATED THAT WHILE DRIVING 70 MPH, THE STEERING WHEEL SUDDENLY BECAME LOOSE AS THE VEHICLE BECAME UNCONTROLLABLE WITHOUT WARNING. THE VEHICLE ALSO WENT AIRBORNE, ROLLED OVER AND SPUN THREE TIMES BEFORE COMING TO A STOP. THE FRONT WINDSHIELD WAS FRACTURED AND THE REAR WINDSHIELD BECAME DETACHED FROM THE VEHICLE. NONE OF THE AIR BAGS DEPLOYED. THREE OCCUPANTS WERE SEVERELY INJURED AND WERE TRANSPORTED TO THE HOSPITAL FOR TREATMENT. A POLICE REPORT WAS FILED OF THE INCIDENT. THE VEHICLE WAS DESTROYED AND WAS NOT INSPECTED FOR THE CAUSE OF THE STEERING OR AIR BAG FAILURES. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 129,000.							
THE CAR WAS INSPECTED BY HERNDON & ASSOCIATES ENGINEERING FIRM. THE REPORT WAS SENT TO FORD ALONG WITH OTHER FILES, WHICH FORD DISMISSED. THEY DID NOT TAKE THE TIME TO LOOK AT THE INFORMATION. WE RECEIVED A DENIAL LETTER WITHIN FOUR (4) DAYS OF FORD RECEIVING OUR PACKAGE.							
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.							

THE PACKAGE WAS IN THEIR HANDS, (PER MY MAILING CONFIRMATION) 2 DAYS BEFORE THEY ISSUED THE DENIAL LETTER. I DON'T THINK THEY TOOK THE TIME TO EVEN LOOK AT THE 27 PAGE ENGINEERING REPORT.

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

SEE ATTACHED STATEMENT OF INCIDENT

= FRACTURED WIND PIPE & AND SEAT BELT BURN
AROUND THROAT APPROX. 9" X 2". & BRUISED COLLAR BONE.

= 2 FRACTURED VERTEBRAS IN NECK & FRACTURED RIBS.

MY DOG = SUFFERED RIGHT BACK HIP & INTESTINAL HERNIA.

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

THE DRIVER AT THE TIME OF ACCIDENT.
THIS IS MY STATEMENT.

I ACTUALLY STARTED DRIVING MY TURN, A LITTLE SOUTH OF LOUISVILLE, KY. I SOON NOTICED THAT THE STEERING WAS VERY LOOSE, AND MENTIONED THIS TO [REDACTED] (THE OWNER) WHO WAS IN THE FRONT PASSENGER SEAT. HE STATED, HE HADN'T HAD ANY PROBLEMS.

I CONTINUED DRIVING, BUT WITH CAUTION, BECAUSE AT TIMES I FELT I COULDN'T CONTROL THE MOVEMENT OF THE CAR WITH THE STEERING WHEEL.

ONCE WE GOT INTO NASHVILLE, TN., WE EXITED I-65 ONTO I-24W. AND AT THAT TIME, THE CAR WENT SERVERLY OUT OF CONTROL, SWAYED TO THE LEFT & THEN TO THE RIGHT 4 OR 5 TIMES. [REDACTED] AND [REDACTED] BOTH NOTICED THIS, AND [REDACTED] SAID JOKENLY, IF I DIDN'T KNOW BETTER, I WOULD THINK YOU HAVE BEEN DRINKING. WE ALL KIND OF LAUGHTED, THEN THE CAR APPEARED TO BE O.K. FOR A WHILE. (BUT I HAD SAID TO MYSELF, WE WILL HAVE THIS CHECKED OUT TOMORROW, BECAUSE I KNEW SOMETHING WAS SERIOUSLY WRONG WITH THE STEERING.) AT THIS TIME, WE WERE APPROX 25 MILES FROM CLARKSVILLE, TN. (OUR DESTINATION) AND I CONTINUED DRIVING BECAUSE I WAS TRYING TO GET OFF THE ROAD BEFORE DARK.

AT THIS TIME I STAYED IN THE RIGHT LANE, AND WOULD NOT CHANGE LANES BECAUSE I WAS AFRAID HOW THE CAR WOULD HANDLE. THEN, ALL OF A SUDDEN, THE CAR STARTED SWAYING AGAIN, TO THE RIGHT, THEN THE LEFT, EACH TIME, THE CAR WOULD SWAY WIDER & WIDER UNTIL NOW THE CAR WAS USING BOTH RIGHT & LEFT LANES AS IT WENT OUT OF CONTROL.

AT THIS TIME, [REDACTED] (THE OWNER) BEING IN THE FRONT PASSENGER SEAT, LEANED OVER TO HELP STEER THE WHEEL, AND HE THEN REALIZED, AS I KNEW, THE STEERING WHEEL WAS FREELY MOVING IN THE HANDS WITHOUT ANY WAY CONTROLLING THE MOVEMENT OF THE CAR.

BY NOW THE CAR WAS LEAVING THE ROAD TO THE RIGHT AT APPROX

70 (SEVENTY) MILES PER HOUR, ROLLING AND FLIPPING APPROX 3 OR 4 TIMES, (PER WITNESSES THAT STOPPED ON SIDE OF INTERSTATE) WENT AIR BOURE, HEAD-ON INTO ROCK ENBANKMENT, ROLLED OVER AGAIN, AND LANDED RIGHT SIDE UP.

I TRIED TO SLOW THE CAR DOWN BEFORE IT LEFT THE ROAD, BUT IT APPEARED THAT THE BRAKES DIDN'T WORK. BUT, I GUESS THEY DID WORK BECAUSE THE SEAT BELTS LOCKED, WHICH SAYED OUR LIVES, BECAUSE NONE OF THE AIR BAGS DEPLOYED.



