

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		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 10-NOV-2014	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State	Zip Code	Evening Telephone Number	
GREENWELL SPRINGS		LA			
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	Year	
1LNHM82W92Y		LINCOLN	TOWN CAR	2002	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
11-1-04	AMITE CITY FORD (985) 748-9026		No: Cylinders		
Original Owner ☐	Dealer's City	State	Zip Code	46L EFI V-8	
	AMITE	LA	70422		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
ELECTRONIC AUTO O/D	☒ Cruise Control				04-NOV-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	Failure Speed
				159000	10
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 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 2002 LINCOLN TOWN CAR. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 10 MPH, THE AIR BAG DEPLOYED INADVERTENTLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN DIAGNOSED THAT THE AIR BAG SENSOR NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 159,000.					
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.					



(225) 293-8900
Fax: (225) 293-2985



LINCOLN

SERVICE HOURS

7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. to 4:00 p.m.
Saturday

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL:
	PENNY RICHARD	580 6053	11/06/14	
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
			157,971	/STG. PREM.
YEAR / MAKE / MODEL	02 / LINCOLN / TOWN CAR / 4DR SDN SIGN LTD			
VEHICLE ID. NO.	1 L N H M 8 2 W 9 2 Y			
SELLING DEALER NO.	PRODUCTION DATE			
R.O. DATE	10/31/14			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

TOTALS

ROBINSON BROTHERS FORD WOULD LIKE TO THANK YOU FOR YOUR BUSINESS. IF YOU HAVE ANY QUESTIONS FEEL FREE TO CONTACT OUR STAFF AT 225-293-8900.

TOTAL - MISC -82.87

TOTAL LABOR....	540.00
TOTAL PARTS....	1179.99
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	37.13
TOTAL MISC DISC	-120.00
TOTAL TAX.....	144.00
TOTAL INVOICE \$	1781.12

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date above comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

Check this box if you want to retain your non-warranty replaced parts. ☐

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

☐ Please do not contact me as provided above.

Shop Fees Charge. The Shop Fees Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, technology services, and waste disposal and handling. The Shop Fees Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Shop Fees Charge. The Shop Fees Charge is not a government-required fee.



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Saturday

CUSTOMER NO.	ADVISOR PENNY RICHARD	TAG NO. 580	INVOICE DATE 11/06/14	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 157,971	COLOR
[REDACTED]	YEAR / MAKE / MODEL 02 / LINCOLN / TOWN CAR / 4DR SDN SIGN LTD	VEHICLE I.D. NO. 11NHM82W92Y	DELIVERY DATE	DELIVERY MILES
GREENWELL SPRINGS, LA	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 10/31/14	

MO: 157971

LABOR & PARTS
1 07F02IN3 INTERIOR TRIM TECH(S): 745 540.00

C/S DRIVER SIDE SEAT AIRBAG DEPLOYED ON ITS OWN WHILE SHE WAS DRIVING... EST TO REPAIR/REPLACE
*** LINCOLN P-11 CODE 202UZ FOR \$120.00 TO ASSIST CUSTOMER. CASE # [REDACTED]
FILING THRU FORD WARRANTY ON C/P LINE
SCANNED VEHICLE AND FOUND DTC B1231 RCM CRASH DATA FULL/
REPLACED RCM, IMAPCT SENSORS AND DRIVER SIDE AIRBAG/
PERFORMED RCM PMI AND OCS ZERO RESET/ SCANNED FOR DTCS/
VEHICLE RELEASED TO SUBLET FOR SEAT COVER REPAIR. CUSTOMER WILL HAVE SEAT REPAIRED SOMEWHERE ELSE.

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	1WIZ-14B321-BA	SENSOR ASY - 00	419.70	419.70
		3 TO 4 DAYS AWAY!!!			
JOB # 1	1	1WIZ-14B345-AA	SENSOR - SID 00	151.97	151.97
		3 TO 4 DAYS AWAY!!!!			
JOB # 1	1	1WIZ-14B345-BA	SENSOR ASY - 00	147.25	147.25
		3 TO 4 DAYS AWAY!!!!			
JOB # 1	1	F8RZ-63611D10-AA	AIR BAG 00	461.07	461.07
		NEXT DAY R.S.F.			
JOB # 1 TOTAL PARTS				1179.99	
JOB # 1 TOTAL LABOR & PARTS				1719.99	

Check this box if you want to retain your non-warranty replaced parts. ☐

2 00F0299P MULTI POINT INSP TECH(S): 745 0.00
PERFORM MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

3 19F02DTS DETAIL TECH(S): 745 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

4 17F02TAP LINCOLN/TAP TECH(S): 745 INTERNAL
Added Operation (PENNYR @ 10/31/2014 11:56)
LOANER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	FP	FEDERAL PRIVACY ACT FEE		2.13
JOB # A	SS	SUPPLIES/HAZ DISPOSAL		35.00
JOB # 1	DP	DEALER PARTICIPATION		-120.00
JOB # 1	DPW	DEALER PARTICIPATION		WARRANTY

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