

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) 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: 10-NOV-2015 FEB 25 2013		Repository <input type="checkbox"/> Reference No. 10789616	
OWNER INFORMATION (Type or Print)							
Name			Daytime Telephone Number		E-mail Address		
Address			Evening Telephone Number				
City GREAT FALLS		State MT	Zip Code				
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 1LNHM82W9XY			Make LINCOLN		Model TOWN CAR SIGNATURE	Model Year 1999	
Date Purchased		Dealer's Name and Telephone Number			Engine: No: Cylinders 8	Fuel Type: GAS	
Original Owner <input type="checkbox"/>	Dealer's City GREAT FALLS, MT		State MT	Zip Code 59405			
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain		Multiple Failure:		Incident Date(s) 04-MAY-2015	
	<input checked="" type="checkbox"/> Cruise Control						
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 020000 SUSPENSION					Failure Mileage 109228	Failure Speed STOPPED AT STOP SIGN	
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)		<input type="checkbox"/> Original Equipment	Failure Location: <i>Getting ready to right turn lane</i>				
		<input type="checkbox"/> Prior Repair	<i>SAVANE IN FRONT OF MY HOUSE AT 7:45 PM '10</i>				
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured		Number of Deaths		Reported to Police N <i>yes w/val</i>	
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 1999 LINCOLN TOWN CAR. WHILE DRIVING AT AN UNKNOWN SPEED AND MAKING A TURN, THE ROCKER ARM LOWERED WITHOUT WARNING. THE VEHICLE WAS TOWED TO A REPAIR SHOP WHERE THE PASSENGER SIDE UPPER AND LOWER BALL JOINTS AND THE PASSENGER SIDE OUTER TIE ROD WERE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE CONTACT MENTIONED THAT THE CLANKING NOISE WAS STILL PRESENT. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 109,228. <i>Vehicle WAS STOPPED AT STOP SIGN NOT MOVING. Police Did ARRIVE TO DIRECT TRAFFIC IN FRONT OF MY HOUSE, AND CALLED TOW TRUCK, NO ACCIDENT OCCURRED. FORTUNATELY. CAR DROPPED TO GROUND.</i>							
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.							

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

(DUPLICATE)
APT LN [REDACTED] BACKED OUT OF
DRIVEWAY ON 42ND ST, PULLED UP TO STOP SIGN
TO GET ON 3RD AVE SO ABOUT 50 FT FROM MY HOUSE.
WHILE WAITING TO TURN AT STOP SIGN TO MAKE TURN NOT
MOVING CAR DROPPED TO GROUND AT STOP SIGN. LUCK I WAS
NOT IN TRAFFIC. CALLED POLICE, POLICE CALLED WRECKER SVC.
I HAD CAR TOWED TO TIRE RAMA. THIS HAPPENED ON A SUNDAY
APPROXIMATELY AROUND 5:30 OR 6 PM. ON 5/27/10 REQUIRED RE LOWER BALL
JOINT, ABS SENSOR RIGHT (530890), RIGHT TIE ROD END (LOWER)

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

GREAT FALLS MT 594

19 FEB 2016 PM 1 L

MY VIN NO
1LNHMB2W9KY [REDACTED]

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-210-100
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



U.S. Department of Transportation
National Highway Traffic Safety Administration
Washington, D.C. 20077-9382

TIRE RAMA

TIRE-RAMA GT FALLS EAST
4501 10TH AVE SOUTH

INVOICE #: [REDACTED]

GREAT FALLS, MT
59405-5630
406/453-2451

PAGE: 1
TIME STARTED: 07:26:28
TIME CLOSED: 14:05:47

CUSTOMER: [REDACTED]
GREAT FALLS, MT [REDACTED]

WORK: [REDACTED] 0
HOME: [REDACTED] 0 VEHICLE: 1999 LINCOLN TOWN CAR
SALESMAN: JEFF LEGORE LICENSE: [REDACTED] MT MILEAGE: 109224
ENGINE: 4.6L V8 FI
INVOICE DATE: 05/27/10 DUE: 05/27/10

PRODUCT	MECHANIC	QUANTITY	PRICE	F.E.T.	EXTENSION
REPLACE RF LOWER BALL JOINT //// AND CHECK OVER FOR ANY DAMADGE					
ABS SENSOR RIGHT 530890 MACC REF 41851 211385	9537	1	46.13		46.13
4-WHEEL ALIGNMENT DA203	2351	1.00	69.95		69.95
LABOR FOR BALL JOINTS AND ABS SE LABOR	9537	3.50	68.00		238.00
RIGHT OUTER TIE ROD END 269-2969 MACC REF 41851 211864	7770	1	63.38		63.38
UPPER BALL JOINT 260-1457 MACC REF: 41851 211322 5/24/10	9537	1	114.65		114.65
LOWER BALL JOINT 260-1463 MACC REF: 41851 211322 5/24/10	9537	1	91.47		91.47
LABOR FOR TIE ROD END LABOR	7770	0.80	68.00		54.40
WILL NEED IDLER ARM SOON					

MERCHANDISE: 385.58
LABOR: 292.40
INVOICE TOTAL: 577.98

*****THIS IS A REPRINTED INVOICE*****

TIRERAMA CREDIT CARD
Acct #: ***** [REDACTED] Auth: [REDACTED] 677.98

TENDERED BY 4523

Customer Signature: _____

Printed Name: _____

SALES AGREEMENT

Buyer acknowledges that there is no agreement or condition regarding this order that is not expressly indicated hereon. Buyer's acceptance by THE TIRE GUYS, INC. dba TIRE-RAMA at its office cannot be countermanded. THE TIRE GUYS, INC. dba TIRE-RAMA will deliver a specified date but will use every effort to meet Buyer's requirements. All trade customs are part of this order. Buyer agrees to pay interest at the rate of .833% (ANNUAL RATE=10%) per month on all amounts not paid in full by the 10th of the month following purchase. All other Buyers agree to pay interest at the rate 1.500% per month (ANNUAL RATE=18%) on all amounts not paid in full by the 10th of the month following purchase. If the services of a collection agency or attorney are necessary to collect this order, Buyer agrees to pay the collection and attorney costs.

TIRE-RAMA Offers You CONVENIENT LOCATIONS and HOMETOWN SERVICE in Each of These Cities:

AIRWAY HTS: 10917 W Sunset	570-7777	GLENDIVE: 2501 West Towne	377-4204	MISSOULA: 1012 Kensington	377-4204
BELGRADE: 190 Andrea Drive	388-0001	GREAT FALLS: 521 10th Ave S	727-2410	MISSOULA: 1925 South Ave	727-2410
BILLINGS: 2208 Central Ave	656-2227	GREAT FALLS: 4501 10th Ave S	432-2351	MISSOULA: 2470 W Broadway	432-2351
BILLINGS: 1429 Grand Ave	245-3161	GREAT FALLS: 1627 3rd St NW	791-4200	MISSOULA: 540 West Pine St	540-3161
BILLINGS: 1001 East Main	245-2608	HAMILTON: 500 North 1st St	364-2905	POFFLS: 1500 L Schneiderhik	364-2905
BILLINGS: 2409 4th Ave No	243-7115	HAYLE: 209 West 1st St	305-4319	SHERIDAN: 1897 Colfax Ave	305-4319
BILLINGS: 2550 Gabel Road	652-8473	HELENA: 1601 Cedar St	443-3311	SPOKANE: 1510 N Sullivan Rd	443-3311
BILLINGS: 1401 Industrial Ave	248-7347	KALISPELL: 1555 Hwy 93	754-4601	SPOKANE: 11207 E Sprague A	754-4601
BOZEMAN: 512 East Main	587-0616	KALISPELL: 71 N Sheridan	257-4660	SPOKANE: 5100 Holland Av	257-4660
BOZEMAN: 2999 West Main	586-2206	LIBERTY LAKE: 22117 E Chry Vis	922-7771	SPOKANE: 7777 N Division St	922-7771
CASPER: 200 W Yellowstone	234-2301	LIVINGSTON: 1223 Sage Park	273-2823	SPOKANE: 1820 N Hamilton St	273-2823
COEUR D'AL: 200 W Appleyway Av	765-7777	LEWISTOWN: 80397 US HWY 87	538-3408	SPOKANE: 4500 N Division St	538-3408
GILLETTE: 805 L & J Court	695-4755	MILL CITY: Hwy 10 West	212-6587	SPOKANE: 3020 E 29th Av	212-6587
GLASGOW: 15 4th Street N	228-2385	MISSOULA: 2400 W Broadway	543-7181	SPOKANE: 1501 North East Bl	543-7181
		MISSOULA: 1807 Stephens	543-8318		

CUSTOM WHEEL DISCLOSURE

NAPA AUTOCARE "PEACE OF MIND" NATIONWIDE WARRANTY CENTER

If your purchase includes custom wheels, the lug nuts must be periodically re-torqued (tightened). This is necessary because of the normal distortion caused by matching the new wheels to your original equipment brake rotor/drum assembly.

WE STRONGLY RECOMMEND RE-TORQUING AFTER THE FIRST 50 MILES OF USE, AGAIN AFTER THE NEXT 100 MILES, AND MONTHLY THEREAFTER.

Tire-Rama provides complementary re-torquing for custom wheels installed by Tire-Rama at the customer's request.

P.O. BOX 17659
Golden, CO 80402-6027
1-800-452-NAPA

Regular Road Hazard Coverage

TIRE-RAMA'S WARRANTY

WHAT IS A ROAD HAZARD? A road hazard occurs when a tire fails due to a structure, failure, or break in tread during the course of normal driving on a maintained road. Nails, glass and potholes would be the most common examples.

Coverage excludes damage from collision, fire, vandalism, theft, snow chains, man. factors & defects, abuse, and neglect (i.e.: failed shocks, struts, alignment, etc.) or interference with vehicle components (ex. fenders, wheel studs, etc.). Also excluded are any tires that have been re-treaded, recapped, re-grooved, re-molded, tubed, or repaired in a manner other than per man. factor's guidelines. This plan covers only the tires registered to the customer and listed by DOT # on this form and installed on the registered vehicle. If this certificate is lost or stolen, the coverage is null and void.

CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE EXCLUDED. ABSOLUTELY NO TOWED TRAILERS WILL BE COVERED UNDER THIS PLAN. ALL PASSENGER AND LIGHT TRUCK TIRES UP TO 20" IN DIAMETER ARE COVERED UNDER THIS PLAN.

TIRE-RAMA will replace on a PRO-RATED basis, charging the customer only for that percentage of tread actually worn. This pro-rated charge will be based on the adjustment charge per 1/32nd of an inch in effect at the time of replacement. The tire(s) will be considered worn out, and ineligible for warranty consideration when the tread wear indicators become visible on two or more adjacent grooves, or at 2/32nds of an inch of remaining tread, whichever occur first.

Tires that have been run flat or abused will not be covered under this plan.

If, in TIRE-RAMA's opinion, the tire(s) can be safely repaired, the repair will be performed FREE OF CHARGE. If non-repairable, the adjustment tire will include mounting and balancing AT NO CHARGE.

In order to deliver the most mileage from your tires, TIRE-RAMA will perform the following services FREE OF CHARGE, if they are deemed necessary:

- 1) Tire Inspection
- 2) Tire Puncture Repair
- 3) Tire Rotation
- 4) Air Pressure Adjustment
- 5) Brake System Inspection
- 6) Shock Absorber Inspection

EXPRESSED AND IMPLIED WARRANTIES: This plan is in addition to any other warranty expressed or implied as provided by the manufacturer. TIRE-RAMA makes no additional warranty of any kind either expressed or implied.