

 U.S. Department of Transportation National Highway Traffic Safety Administration	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	Repository ☐
			12-JUL-2018 FEB 25 2019	Reference No. 11110975
OWNER INFORMATION (Type or Print)			Daytime Telephone Number	
Name			E-mail Address	
Address			Evening Telephone Number	
City ST HELEN		State MI	Zip Code	
<i>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).</i>				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1LNHM87A7Y		Make LINCOLN	Model LS	Model Year 2000
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type AUTO	☒ Anti-lock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 12-JAN-2018
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL			Failure Mileage	Failure Speed varies
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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>				
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	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 2000 LINCOLN LS. WHILE SLOWING DOWN THE VEHICLE, IT SURGED AND ACCELERATED UNEXPECTEDLY SEVERAL TIMES AND THE TACHOMETER INCREASED. THE CONTACT CONSTANTLY HAD TO APPLY THE BRAKE PEDAL TO SLOW DOWN THE VEHICLE DUE TO THE FAILURE. THE VEHICLE WAS TAKEN TO DEAN ARBOUR FORD OF WEST BRANCH (3382 M-55, WEST BRANCH, MI, (989) 345-1590), BUT THE CAUSE OF THE FAILURE WAS UNKNOWN. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND THE CONTACT WAS WAITING TO DETERMINE IF THEY HAD A REMEDY TO PROVIDE TO THE DEALER. THE FAILURE MILEAGE WAS NOT AVAILABLE.				
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)

2 Trips To Hart Ford Lincoln IN Ross County
Mo. They Still Cannot Find problem. Engine Randomly
Revs To 2000 To 3000 RPM. IN park Driving Will Run
Over 60 MPH Foot off gas. Cruise Control OFF. No Check
Engine Lite or Codes all Random. Let off gas highway
speeds Converter does NOT always unlock. Ford Cust
Service No help. Need Dealer Data Base To Connect
Dealer Service Departments

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



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POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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