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National Highway Traffic Safety Administration

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

05-DEC-2022

Repository ☐

Reference No.
11496036

OWNER INFORMATION (Type or Print)

Name

Address

City

Branson

State

MO

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
1LNHM82W55Y

MAKE
LINCOLN

Model
TOWN CAR

Model Year
2005

Date Purchased

5-13-2005

Dealer's Name and Telephone Number

Springfield Lincoln (MO) NO LONGER IN BUSINESS

Engine:
No. Cylinders

8

Fuel Type:

GAS

Original Owner

☐

Dealer's City Jackson

STATE

GA

ZIP Code

30233

Transmission Type
4 SPEED AUTO

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Rear wheel

Multiple Failure:

Incident Date(s)
21-NOV-2022

NONE

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 130000 VISIBILITY/WIPER (PWS)

Wipers failed to turn on for unknown reason
Same for Back-up buzzer and "AIR BAG" sign

Failure Mileage
92000.0

DISCOVERED

Failure Speed

UNKNOWN

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: DOTM1 9ABC036)

☐ Original Requirement
☐ 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), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

- 0 -

Number of Deaths

- 0 -

Reported to Police

NO

Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2005 Lincoln Town Car. The contact stated that while driving at an undisclosed speed, the windshield wipers became inoperable. There were no warning lights illuminated. The local dealer was not contacted. The vehicle was not diagnosed or repaired. The manufacturer was not contacted. The failure mileage was approximately 92,000, however the 3 problems could have happened at any mileage between 50,000 and 92,000. Wipers are only turned when it's raining and back-up warning would only work when backing up. Also, I have no idea when the "AIR BAG" sign lit-up on the dash board.

All 3 of these were reported to Ford Motor Co which offered no help whatsoever... waste of time! I think all 3 are factory defects as I can think of no reason for them.

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.