



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

28-DEC-2022

MAY 18 2023

Repository

Reference No.  
11499152

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City Newnan

State GA

ZIP Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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  
1LNHM82W7XY [REDACTED]

MAKE LINCOLN

Model TOWN CAR

Model Year 1999

Date Purchased

Dealer's Name and Telephone Number

Engine:  
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Somerset

STATE KY

ZIP Code 42501

Transmission Type  Antilock Brakes  
 Cruise Control

Powertrain

Multiple Failure:

9

Incident Date(s)  
13-DEC-2020

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 010000 STEERING, 020000 SUSPENSION

Failure Mileage  
132000.0

Failure Speed  
55

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make COOPER

Tire Model (Name or Number) EVOLUTION TOUR

Tire Size (Example P215/65R15) 225/60R16

DOT No. (Example: DOTMAL 9ABC036) U9X31LP4619

Original Requirement  
 Prior Repair

Failure Location: DRIVER SIDE REAR

Tire Component Code 190000 TIRES

Tire Failure Type: TREAD SEPARATION

**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

Number of Deaths

Reported to Police  
N

**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 1999 Lincoln Town Car. The contact stated while driving approximately 55 MPH, the steering wheel started pulling to the left with extreme force. The contact attempted to correct the over steering and the vehicle started pulling to the right and the left. The contact stated that an unknown warning was illuminated. The contact drove the vehicle back to his residence. The contact stated that he drove the vehicle several more times and the steering failure recurred while driving at various speeds. The contact drove the vehicle to an independent mechanic to be diagnosed. The contact was informed that the ball joints, upper and lower control arms, and the steering gear needed to be replaced. The vehicle was repaired; however, the failure recurred. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 132,000.

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 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.



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



[REDACTED]  
Newnan Georgia [REDACTED]

Steering [REDACTED]

March 10 2023

Office of Defects Investigation (NVS -210)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Ave.  
Washington, D.C. 20590

TO WHOM IT MAY CONCERN:

I am writing to notify you of the problems with my 1999 Lincoln Town Car, Vin number #1LNHM82W7XY [REDACTED]. I'm having a problem with Allan Vigil Lincoln correcting the recall safety issues on my vehicle. They're requesting that I get a diagnostic test and pay \$168.00 dollars, when I have already provided them with the safety problem I received from CARFAX.

The law clearly states that a Safety, Compliance, and Emissions Recalls do not expire. Other types Affected vehicles remain eligible until the repair is completed. Other types of Vehicle programs, called Customer Satisfaction Programs, typically have expiration dates and/or mileage limitation. My Vehicle has 140,000 miles. This vehicle was purchased a little over a year age, Per Federal laws, manufacturers are required to repair vehicles under safety recall for free. In addition, I purchased a used car that is clearly under the recall by the manufacturer. I was almost involved in two serious accidents.

I'm [REDACTED] years old and would like to live out the rest of my days in tranquility.

Sincerely,  
[REDACTED]

**Safety, Compliance, and Emissions Recalls do not expire.** Affected vehicles remain eligible until the repair is completed. Other types of vehicle programs, called Customer Satisfaction Programs, typically have expiration dates and/or mileage limitations.



How do I file a complaint against a car dealership in GA?

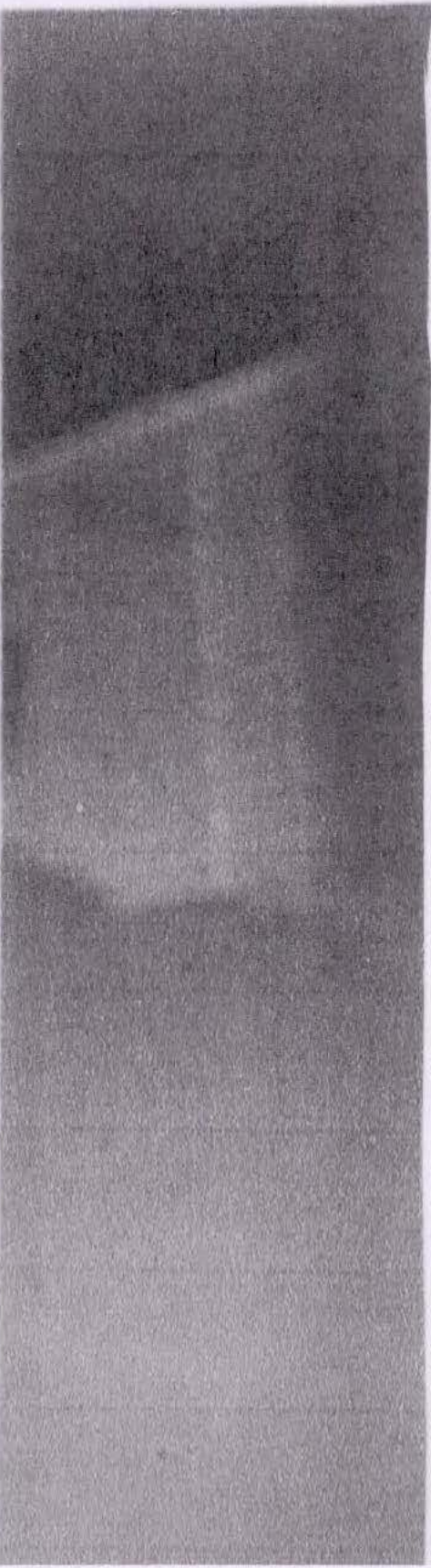
You may contact the Consumer Protection Division at the Georgia Department of Law at 800-869-1123, for assistance with a franchise dealer. Additionally, you may file a complaint directly with the customer service department of the franchise dealer.

What happens if I buy a used car  
with a recall? ^

Manufacturers are required to repair vehicles under a safety recall for free. So while independent dealers are not required to repair used cars with an open recall under federal law, **it should cost you nothing to repair the car.**

Sep 27, 2022

If you purchased a used car you still qualify for any recalls, including those that have occurred before you bought the car. We recommend you contact the manufacturer and let them know you are now the current owner so that car's VIN, your name, and home address are in the database for all future correspondence. Try calling the manufacturer's customer service department. There should be a toll free number included within your owner's manual for reference.





**Mike Hardy**

*Service Lane Manager*

Direct: 678-364-3063  
Fax: 678-364-3158  
mike.hardy@allanvigilford.com

6790 Mt. Zion Boulevard  
Morrow, GA 30260  
Toll Free: 800-222-3597  
www.allanvigilford.net  
www.allanvigilincoln.net



**Kelley Ray**

*BDC Supervisor*

Direct: 678-364-3628  
Fax: 678-364-3158  
kelley.ray@allanvigilford.com

6790 Mt. Zion Boulevard  
Morrow, GA 30260  
Toll Free: 800-222-3597  
www.allanvigilford.net  
www.allanvigilincoln.net

PRIORITY MAIL  
FLAT RATE ENVELOPE  
POSTAGE REQUIRED

PRE: Department of Transportation

PRESS FIRMLY TO SEAL

To: W41- 308

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Camer DELIVERY CONFIRMATION

Sender:



DOT

5/15/2023 12:10:17 PM

PRIORITY®

Retail

GE PAID

5

Origin: 30263  
05/12/23  
1263360395-05

- Exp
- Don
- USP
- Limited international
- When used internat

\*Insurance does not cover  
Domestic Mail Manual at /h  
\*\* See International Mail M

PRIORITY MAIL®

0 Lb 2.80 Oz  
RDC 04

EXPECTED DELIVERY DAY: 05/15/23

SHIP TO:

WASHINGTON DC 20590



USPS TRACKING® #

FLAT RATE  
ONE RATE ■ ANY

TRACKED

Destinations.

FROM:

PRIORITY  
★ MAIL ★



VISIT US AT USPS.COM\*

FROM:

Newnan GA



NEF

W41-308  
TO: US Dept of Transportatn  
Nat. Hwy Traffic  
Safety Admin.  
1200 New Jersey Ave  
SE  
Washington, DC  
20590

Pickup,

Label 228, March 2016

FOR DOMESTIC AND INTERNATIONAL USE

This package is made from post-consumer waste. Please recycle - again.

This packaging is the property of the U.S. Postal Service® and is provided solely for use in sending Priority Mail® and Priority Mail International® shipments. Misuses may be a violation of federal law. This package is not for resale. EP14F © U.S. Postal Service; July 2022. All rights reserved.