

JUN 15 2023

Form Approved: G.M.B. No. 2127-0008

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>	<p>PDR AGENCY USE ONLY 10014E Date Received: 28-DEC-2023 Repository: <input type="checkbox"/> Reference No.: 11495152</p>
	<p><b>OWNER INFORMATION (Type or Print)</b></p> <p>Name: [REDACTED] Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED] Address: [REDACTED] City: Newnan State: GA ZIP Code: [REDACTED] Evening Telephone Number: [REDACTED]</p>	

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 1LNHM82W71 [REDACTED]	MAKE LINCOLN	Model TOWN CAR	Model Year 1999
Date Purchased	Dealer's Name and Telephone Number		Engine No./Cylinders
Original Owner <input type="checkbox"/>	Dealer's City: Somerset	STATE NY	Fuel Type
Transmission Type <input type="checkbox"/> Automatic Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure 9	incident Date(s) 13 DEC 2023

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component(s) Code(s): 010000 STEERING; 020000 SUSPENSION	Failure Mileage 132000	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 DOT114L 9AB0036) U9X31EP4619	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location: DRIVER SIDE REAR
Tire Component Code 130020 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			
<i>(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)</i>			
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 1	

**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.



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

20 New Jersey Avenue SE  
Washington, DC 20596

Dear Consumer:

NHT-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.

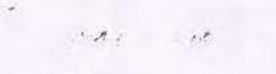
Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety-related problems in vehicles or vehicle equipment, 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  
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 #1L.NHM82W7XY [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]

1999 LINCOLN  
TOWN CAR 4D

▼ SIGN

Liability  
▼ Coverage

^ Injury Coverage

Uninsured Motorists

Coverage Selected

Adds \$ 270.22 to your six-  
month premium

Limits selected are

## Collision

---

\$ 500

per occurrence

Adds \$ 80.31 to your six-month premium

## Car Replacement Assistance

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20%

of actual cash value

Adds \$ 18.63 to your six-month premium

2005 ACURA MDX  
✓ TOU W/ RES

5/12/23, 10:52 AM

Yahoo Mail - 1999 Lincoln Recall

**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.



5/12/23 10:52 AM

Yahoo Mail - 1999 Lincoln Recall

**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.**

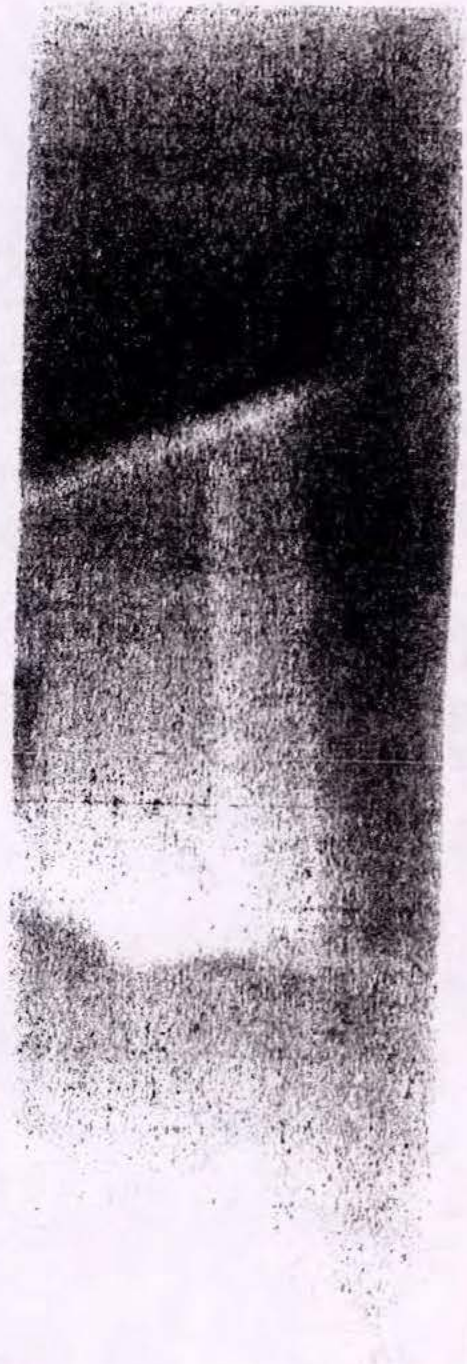
5/12/23, 10:52 AM

Yahoo Mail - 1999 Lincoln Recall

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





Mike Hardy

*Service Lane Manager*

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