

159 Complaints

for 1999 LINCOLN TOWN CAR

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (159)
 AIR BAGS (29)
 ELECTRICAL SYSTEM (13)
 ENGINE (4)
 ENGINE AND ENGINE COOLING (13)
 EQUIPMENT (5)
 EXTERIOR LIGHTING (2)
 FUEL SYSTEM, GASOLINE (1)
 FUEL/PROPULSION SYSTEM (4)
 INTERIOR LIGHTING (1)
 POWER TRAIN (7)
 SEAT BELTS (1)
 SEATS (3)
 SERVICE BRAKES (2)
 SERVICE BRAKES, AIR (1)
 SERVICE BRAKES, HYDRAULIC (20)
 STEERING (16)
 STRUCTURE (14)
 SUSPENSION (21)
 TIRES (6)
 UNKNOWN OR OTHER (6)
 VEHICLE SPEED CONTROL (6)
 VISIBILITY (18)
 VISIBILITY/WIPER (3)
 WHEELS (2)

April 27, 2023

NHTSA ID NUMBER: 11519232

Components: SEAT BELTS

December 28, 2022

NHTSA ID NUMBER: 11499152

Components: STEERING, SUSPENSION

NHTSA ID Number: 11499152

Incident Date December 13, 2020

Consumer Location Unknown

Vehicle Identification Number 1LNHM82W7XY****

Summary of Complaint

CRASH	No	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
FIRE	No	
INJURIES	0	

DEATHS

0

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. The dealer is requesting the consumer get a diagnostic for \$168 eventhough the consumer presented them with a safety recall via carfax.

1 Affected Product ▾

2 Associated Documents ▾

[Copy Link to Information](#)

December 23, 2020

NHTSA ID NUMBER: 11384666

Components: STRUCTURE, SERVICE BRAKES



June 18, 2020

NHTSA ID NUMBER: 11329554

Components: SUSPENSION



NHTSA ID Number: 11329554

Incident Date June 16, 2020

Consumer Location HEMET, CA

Vehicle Identification Number 1LNHM82W5XY****

Summary of Complaint

CRASH No
FIRE No
INJURIES 0
DEATHS 0

TL* THE CONTACT OWNS A 1999 LINCOLN TOWN CAR. THE CONTACT STATED THAT WHILE MAKING A LEFT TURN, THE CONTACT HEARD AN ABNORMAL SOUND COMING FROM THE FRONT DRIVER'S SIDE WHEEL. THE CONTACT STATED THAT THE WHEEL DETACHED FROM THE VEHICLE. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE THE DRIVER'S AND PASSENGER'S SIDE FRONT UPPER CONTROL ARMS AND BALL JOINTS WERE REPLACED. THE CONTACT CALLED LAMARQUE FORD LOCATED AT 3101 WILLIAMS BLVD SUITE F, KENNER, LA 70065, (504) 443-2500, AND MADE THE DEALER AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE MANUFACTURER HAD BEEN INFORMED OF FAILURE. THE FAILURE MILEAGE WAS 54,000.*DT
*AS

1 Affected Product ▾

1 Associated Document ▾

[Copy Link to Information](#)

February 3, 2020

NHTSA ID NUMBER: 11306764

Components: ENGINE



[← prev](#)

Page 1 of 32

[next →](#)

Recently Searched

**1999
LINCOLN TOWN CAR
4 DR**

WORK ORDER #

FIRESTONE COMPLETE AUTO CARE

SERVICE ADVISOR

[REDACTED]

1095 US HWY 51

01 TINA

11/09/18 02:14PM

MADISON, MS. 39110-9085

601.853.3164

1999 LINCOLN TOWN CAR BASE

4.6L V8 FI GAS VIN W SOHC

MADISON MS

LIC # [REDACTED] VIN #

IN 11/09/18 1:30PM

EST. MILEAGE 132,132

Store # 761374

Recommended Services not Authorized by Customer

Status	Description	Qty	Unit Price		Extended Price		Total
			Parts	Labor	Job Total	Cat. Total	
Recmd	ALIGNMENT SERVICE - ONLINE QUOTE					79.99	
	Steering, Suspension, Alignment Symptoms Sheet						
	ALIGNMENT SERVICE - ONLINE QUOTE	1	0.00	79.99			
	Originally Requested Service =====>					79.99	79.99
Recmd	BALL JOINTS (Both Upper-Front)					392.78	
	K8678 K8678 UPPER BALL JOINT	2	101.99	0.00			
	REMOVE & REPLACE F BALL JOINT - UPPER, BOTH	1	0.00	188.80			
	System Failure - Required =====>					392.78	472.77

Recommended Parts: 203.98
 Labor: 268.79
 Subtotal: 472.77
 Shop Supplies: 18.82
 Tax (7.00%): 34.41
 Total: 526.00

THESE PRICES ARE VALID FOR 30 DAYS

Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate charged per the Mitchell Labor Manual @ Skill Rate

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

STD FCAC LASER 7008335 - 48110392 REV 11/11

GOODYEAR AUTO SERVICE CENTER

A DIVISION OF THE GOODYEAR TIRE & RUBBER COMPANY
 1480 CANTON MART ROAD
 JACKSON, MS 39211
 FEDERAL TAX ID# 340253240
 (601)977-0811 HOURS 7-6MON-FRI,7-5SAT
 www.GoodyearAutoService.com



INVOICE

PAGE: 01
 BILL TO: [REDACTED]
 MADISON, MS [REDACTED]
 PHONE 1..... [REDACTED] EXT.
 PHONE 2..... [REDACTED]
 RETURN PARTS.. NO
 PRIOR INVOICE. **NEW CUSTOMER**
 DATE REQUESTED 11/17/18

VEH YEAR/MAKE. 99 LINCOLN
 VEHICLE MODEL. TOWN CAR
 VEHICLE COLOR.
 LICENSE/STATE. RBAB / MS
 TIME REQUESTED

ODOMETER IN/OUT 146435 / 146435
 VEHICLE IN.... 11/17/18 11:14 AM
 VEHICLE OUT... 11/17/18 02:21 PM
 TERR/NONSIG... 2747/902747
 SALESMAN..... 061 / 061

ACCOUNT # COB TC CUST# TYPE/STATE PAYMENT METHOD
 [REDACTED] 2 01 06270 0 MS CASH

SLS TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	UNIT PRICE	LBR/EXCISE	LINE TOTAL
061 009	046-000	R	1	UPPER BALL JOINTS	.00	.00	FREE
061 009	042-297 DW-K8678	R	1	LEFT UPPER BALL JOINT	33.22	88.00	121.22
	LABOR		1.00	UPPER BALL JOINT			
061 009	042-293 DW-K8678	R	1	RIGHT UPPER BALL JOINT	33.22	88.00	121.22
	LABOR		1.00	UPPER BALL JOINT			
061 009	078-145	R	1	WHEEL ALIGNMENT AUTO	.00	79.95	79.95

SUMMARY:

PARTS TOTAL.....	66.44
LABOR TOTAL.....	255.95
CASH AMOUNT.....	372.56
TAXABLE AMOUNT	344.96
SHOP SUPPLIES *	22.57
SUB TOTAL.....	344.96
SALES TAX(8.000%)	27.60

INVOICE TOTAL

\$372.56

Thank you for your business! If you are not 100% satisfied,
 please contact the store manager, Anthony Coleman, at (601)977-0811
 or contact Goodyear Customer Relations at goodyear_cr@goodyear.com.

SALES ASSOC(S): 061 PHILLIP D. TREAD DEPTH L/F..... 7/32 R/F.... 7/32
 TECHNICIAN(S): 009 ZACHARY L. TREAD DEPTH L/R..... 7/32 R/R.... 7/32

Goodyear, its successors and service providers may use your information: to send service updates and reminders; to request feedback; to communicate with you; for marketing, promotional and commercial purposes; for data analysis; and as required by law. Call 1-800-344-9859 to unsubscribe.
 Privacy Policy: <https://www.goodyearautoservice.com/en-US/privacy-policy>

AUTHORIZED BY. RB	AUTH REC'D BY. PHILLIP E	MANNER REC'D.. C
AUTH PHONE....	AUTH DATE.....	AUTH TIME.....
REVISED TOTAL. 344.96	ADD'L AMOUNT.. 344.96	REPAIRS DESC..

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

*SHOP SUPPLY FEES COVER MISC MATERIALS USED IN SERVICING YOUR VEHICLE THAT DO NOT APPEAR ELSEWHERE ON THIS INVOICE AND FOR PROFIT
 SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

CUSTOMER #:



INVOICE

6130 I 55 N. Jackson, MS 39211
Service Direct: (601) 956-7011
www.machaikfordjackson.com

MADISON, MS

PAGE 1

HOME BUS:
CONT:
CELL:

SERVICE ADVISOR: 4469 RYAN MANNING

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a 1999 Lincoln Town Car.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

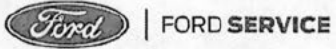
A CS HE IS HEARING CLATTERING FROM ENGINE AREA. CS HE WASNT SURE IF MAYBE A ROCK GOT IN SOMEWHERE BUT HE REPLACED 1 BELT AND PULLEY AND IT IS STILL MAKING NOISE
11FOZ CS HE IS HEARING CLATTERING FROM ENGINE AREA. CS HE WASNT SURE IF MAYBE A ROCK GOT IN SOMEWHERE BUT HE REPLACED 1 BELT AND PULLEY AND IT IS STILL MAKING NOISE
524 CPF1 387.00 387.00
1 F3AZ*6316*A DAMPER ASY 205.14 205.14 205.14
147290 3.00 DIAG AND R/R CRANKSHAFT PULLEY

B EXPRESS SERVICE MULTI POINT INSPECTION
99PX EXPRESS SERVICE MULTI POINT INSPECTION
524 CPF1 0.00 0.00

CUSTOMER PAY ENVIRON/SUPPLIES FOR REPAIR ORDER 38.70

Hi, my name is Bubba Holley, Service Manager at Mac Haik Ford Jackson. I would like to thank you for servicing your vehicle with us today. Should you have any comments or concerns, please feel free to call me on my direct line at 601-640-0325. I look forward to speaking with you. Have a great day!

Table with columns: DESCRIPTION, TOTALS. Includes sections for 'ON BEHALF OF SERVICING DEALER', 'STATEMENT OF DISCLAIMER', and 'PLEASE PAY THIS AMOUNT'.



CUSTOMER COPY

STORE

Mac Haik Ford-F02435
6130 I-55 North
Jackson, MS 39211
6019567000
SystemId: LindaThompson

DETAILS

Date: 10/11/2019
Transaction Type: Sale
Invoice #: 
Reference #: 
Cardholder Name: 
Account #: 
Authorization #: 
RequestId: 

PROMOTION

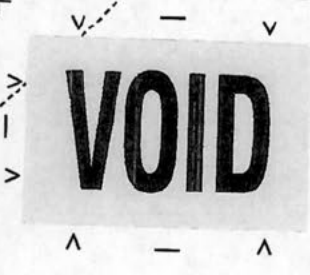
DEF INT FOR 12MOS-PMT REQ (Min Purchase \$499), 1200

TOTALS

Subtotal	\$630.84
+ Tax	\$50.47
Grand Total	\$681.31

INSTRUCTIONS FOR APPLYING PLATE DECALS:

1. Verify plate number and decal match.
2. Do not moisten decal or attempt to apply if temperature is below -10 degrees Fahrenheit.
3. Clean and dry plate before affixing new decal.
4. Remove decal by bending corner of card under decal along dotted line. **PEEL HERE**



5. Next, lift up corner of decal where card is creased.
6. Decal is fragile, peel decal off slowly.
7. If plate has a previous decal attached place new decal to cover old decal. See diagram on back of registration form for decal placement.
8. Rub or press firmly around edges of decal after applying.

COUNTY NAME MADISON	COUNTY NO. 459	TAX DISTRICT 150	TAG EXPIRATION DATE MO. YR. 01/02/2024	DECAL NUMBER NOIME	VEHICLE I.D. NO. 1LN1H1R2Z1N5A	ISSUE DATE MO. DAY YR. 01/02/2024
TAG NUMBER 40,325	YEAR 1999	MAKE LINC	REGISTRANT CODE SAME AS TITLE <input checked="" type="checkbox"/> LESSEE <input type="checkbox"/>	FUEL TYPE G	MODEL TOW	BODY TYPE 40
TAG TYPE AD	COLOR 0	TYPE VEHICLE PC	DATE PURCHASED 02/19/1999	TRAUMA FUND 0	REGISTRATION FEE .00	
FOR USE TAX PURPOSES YES <input type="checkbox"/> NO <input type="checkbox"/>	PURCHASE OUT OF STATE YES <input type="checkbox"/> NO <input type="checkbox"/>	PURCHASE PRICE OR VALUE 0	TRADE-IN 0	CREDIT 0	CASUALTY TAX .00	
TAX COLLECTOR C.-J. Garavelli	CITE AUTHORITY FOR AD VALOREM EXEMPTION/REDUCTION 27-19-54 & 27-51-41		PRIVILEGE TAX 0	LESS CREDIT 0	NET PRIVILEGE TAX .00	
AD-VALOREM TAXES		VALUATION 0	TAX RATE 0	LEGISLATIVE TAG CREDIT 0	TOTAL AD VALOREM TAX .00	
COUNTY TAXES		LATE PENALT. PENALTY 0		CREDIT PREVIOUS TAX 0	SPECIAL TAG FEE 28.00	
MUN. TAXES		TAXES			TOTAL ALL TAXES .00	
SCH OR SSD TAXES		TAXES			BIH TAX .00	
TOTAL DUE		TOTAL			MAILING FEE 5.50	
					TITLE FEE .00	
					FINE PENALTY .00	
					TOTAL DUE 33.50	

MADISON MS

SEAT BELT AND CHILD RESTRAINT DEVICES ARE REQUIRED IN MS.

STATE OF MISSISSIPPI ROAD AND BRIDGE PRIVILEGE TAX AND REGISTRATION RECEIPT

Form (Rev. 12/10)

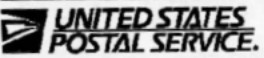
PRESS FIRMLY TO SEAL

POSTAGE REQUIRED



UNITED STATES

PRIORITY MAIL



Retail

P

US POSTAGE PAID

\$9.85

Origin: 39201
08/30/24
2737830014-09

apply.*

Department of Transportation

PRIORITY MAIL®

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: DELIVERY CONFIRMATION

Sender:

DOT

9/3/2024 12:22:55 PM

PRIORITY MAIL



VISIT US AT USPS.COM®
ORDER FREE SUPPLIES ONLINE

FROM:

[Redacted]
Madison, MS

TO: W41-306 TO: NEF
9/6/24

National Highway Traffic Safety Admin. (NHTSA)
1200 New Jersey Avenue, SE
Washington, DC 20590

EXPECTED DELIVERY DAY: 09/03/24

SHIP TO:

WASHINGTON DC 20590

USPS TRACKING® #



[Redacted]

Schedule free Package Pickup,
scan the QR code.



USPS.COM/PICKUP

Label 228, March 2016

FOR DOMESTIC AND INTERNATIONAL USE

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® shipment. Misuses may be a violation of federal law. This package is not for resale. EP14F © U.S. Postal Service; July 2022; All rights reserved.