

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline Vehicle Owner's Questionnaire

COPIED
TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

RECEIVED

00 JUN -9 AM 9:31

Od. or

It. or

Up. or

Down. or

Reference No.

552553

OFFICE

DEFECTS INVESTIGATION

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

Name

Street

City

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/31/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

Model

Year

1 L 1 F M 8 1 W 7 Y Y 7 8 5 2 0 7

20 LINCOLN

TOWN CAR

2000

Purchased Date

1-05-00

Dealer's Name

VREELAND FORD

Dealer's City

RUELLTON

State

C-A

Zip Code

93427

Engine Size

(CID/CC/L)

4.6

☐ Turbo☐ Diesel☐ Gas☒ Fuel Injection

No. Cylinders

8

Manufacture Date
(on driver's door or pillar)

09-99

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driver's Side Air Bag☐ Motorbelt☒ Passenger's Side Air Bag☐ 2-Point Belt☐ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Utility☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Station Wagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

RIGHT & LEFT SIDE AIRBAGS

Location

☒ Left☒ Front☒ Right☐ Rear

Failed Part(s)

☐ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes☐ No

NHTSA Previously

Contacted?

☐ Yes☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes ☐ No

Fire

☐ Yes ☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

MY 2000 TOWN CAR STANDARD EQUIPMENT IS LEFT &
RIGHT FRONT SIDE AIRBAGS. ALL 2000 LINCOLN
TOWN CARS SUPPOSE TO HAVE FRONT SIDE AIR BAGS
MY TOWN CAR DOES NOT. ALL THE MANUALS SAY
ALL 2000 LINCOLN TOWN CARS SHOULD HAVE
FRONT SIDE AIRBAGS. I CONTACTED LINCOLN & THEY
SAID MY VEHICLE IS A LIMO & IT IS NOT INCLUDED
I BOUGHT THE VEHICLE ASSUMING SIDE AIRBAGS & ODO (Continue on back.)

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

NOT NOTICE UNTIL NOW IT DOES NOT HAVE SIDE
AIR BAGS. I BELIEVE THE MANUALS ALL SAY
SIDE AIR BAGS ARE STANDARD ON ALL LINCOLN
TOWNCAR EXECUTIVE SERIES - SIGNATURE SERIES - CARTER
SERIES. MY CAR IS AN EXECUTIVE SERIES. I WOULD
NOT HAVE PURCHASED THIS VEHICLE KNOWING IT DOES
NOT HAVE SIDE AIR BAGS. THIS IS A SAFETY
DEFECT I WOULD LIKE SOMEONE TO CORRECT THIS
PROBLEM

THANK YOU

MR. [REDACTED]

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



ALWAYS
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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