



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)**

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 258

| | |
|----------------------------------|--------------|
| Data Received 03-SEP-2000 | Od_or _____ |
| | rt_dt _____ |
| | od_rt _____ |
| | up_ltr _____ |
| Reference No. 730000 | |

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

| | | | | |
|---|--------------------------------|----------------------------------|-----------------------------|--------------------------|
| Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small> 1LNLM81WXPY679575 | Vehicle Make LINCOLN | Vehicle Model TOWN CAR | Vehicle Year 1993 | Current Odometer Reading |
|---|--------------------------------|----------------------------------|-----------------------------|--------------------------|

| | | | |
|---|---------------------------------------|-----------------------------------|--|
| Purchase Date 01-FEB-2000 | Dealer's Name _____ | Engine Size (CID/CC/L) 4.6 | <input type="checkbox"/> Turbo |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used | City _____ State _____ Zip Code _____ | No. Cylinders _____ | <input type="checkbox"/> Diesel |
| | | | <input type="checkbox"/> Gas |
| | | | <input checked="" type="checkbox"/> Fuel Injection |

| | | | | | | |
|--|---|--|--|---|--|--|
| Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic | Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag | Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel | Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____ | Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____ |
|--|---|--|--|---|--|--|

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | | |
|------------------------------|---|--|---|
| Component 07300000 | Par. Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC | Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement |
|------------------------------|---|--|---|

| | | | | |
|------------------------------|--|---|-------------------------------------|---|
| No. of Failures 30 | Date(s) of Failure(s) 11-FEB-2000 | Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No | Mileage at Failure(s) 113706 | NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | Vehicle Speed at Failure(s) 35 | | | |

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

| | | | | | |
|---|---|---------------------------|----------------------|---------------------------|---|
| Crash <input type="checkbox"/> Yes <input type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damage | Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|---|---|---------------------------|----------------------|---------------------------|---|

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

TRANSMISSION KEEPS DROPPING OUT JUST LIKE IT HAS GONE INTO NEUTRAL GEAR. ONE MUST TAKE IS OUT OF OVERDRIVE OR PULL IT INTO A LOWER GEAR THEN IT MIGHT RETURN TO NORMAL OPERATION. I HAVE HAD BACK TO THE DEALER ON 11 FEB., 29 FEB AND 14 MAR BUT EACH TIME IT HAS BEEN RETURNED TO ME SAYING IT IS OKAY, WE COULD FIND NO PROBLEMS WITH IT AT LEAST ACCORDING TO THE COMPUTER. THEY INITIALLY ADJUSTED THE MLP SENSOR, THEN THE NEXT TIME REPLACED THE MLP SENSOR AND THE TORQUE CONVERTER, THEN WHEN IT OCCURRED AGAIN. THEY HAVE NEVER OPENED UP THE TRANSMISSION THAT I AM AWARE OF BUT CONTEND THAT THE TRANS, DIAG TELLS THEM EVERYTHING THEY NEED TO KNOW. NEVERTHELESS, THE TRANSMISSION STILL DROPS OUT AND THE PROBLEM HAS BEEN CORRECTED. AS FAR AS I CAN SEE THE DEFECT THAT EXIS

CONTINUED ON BACK (IF NEEDED)

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.