



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 336

Date Received

28-MAR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8006622

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) (Locate at bottom of windshield and door side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LNHM81W72Y639484		LINCOLN	TOWN CAR	2002	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) 6 CYL	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☐ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other
				☐ Sport Utl ☐ Truck ☐ Motorcycle	
				☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12000000	Part Name(s) INTERIOR SYSTEMS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 01-JAN-2002 Mileage at Failure(s) 4500 Vehicle Speed at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATE WHEN LOOKING THROUGH THE WINDSHIELD AT EYE LEVEL, ALL YOU SEE IS THE DEFROST VENT GRILL, ITS REFLECTING ON WINDSHIELD AT EYE LEVEL. DEALER STATED IT WAS NORMAL. CONSUMER FEELS THIS IS VERY DANGEROUS. PLEASE PROVIDE ANY FURTHER INFORMATION.
NLM

COPIES OF THIS FORM ARE:

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 335	
		Date Received 28-MAR-2002 OFFICE INVESTIGATION	Od_or _____ rt_dt _____ od_rt _____ up_ltr _____ Reference No. 8006622
OWNER INFORMATION (Type or Print) SEMINOLE FL		Work Number _____ Home Number _____	
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 04/09/02			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1LNHM81W72Y639484	Vehicle Make LINCOLN	Vehicle Model TOWN CAR	Vehicle Year 2002
Current Odometer Reading 1,647.2		Purchase Date 01/24/02	
Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CCA) 6 CYL No Cylinders _____ ☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
Transmission Type ☒ New ☒ Used NEW	Antilock Brakes ☒ Yes ☐ No Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag		
Cruise Control ☒ Yes ☐ No Drive Train ☒ Front ☒ Rear ☐ 4-Wheel		Vehicle Type ☒ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 12000000	Part Name(s) INTERIOR SYSTEMS - defrost vent grill reflects on windshield at eye level	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 01-JAN-2002 Mileage at Failure(s) 4500 Vehicle Speed at Failure(s) 14/18	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured _____	Number of Fatalities _____
Estimated Property Damage _____		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER STATE WHEN LOOKING THROUGH THE WINDSHIELD AT EYE LEVEL, ALL YOU SEE IS THE DEFROST VENT GRILL, ITS REFLECTING ON WINDSHIELD AT EYE LEVEL. DEALER STATED IT WAS NORMAL. CONSUMER FEELS THIS IS VERY DANGEROUS. PLEASE PROVIDE ANY FURTHER INFORMATION. NLM <i>See attached. Letter to dealer.</i>			
CONTINUE ON BACK IF NEEDED			

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

The solution to the problems of the defroster vent grill reflecting in the windshield at eye level, is at a stand still because there evidently is "NO QUICK FIX!"

We are hoping the manufacturer will come up with a new design for the dashboard on the 2002 Lincoln Town Car and definitely a new design for 2003 models, so that future customers won't have to just consider the reflection in the windshield as a "nuisance" and just "live with it" --

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



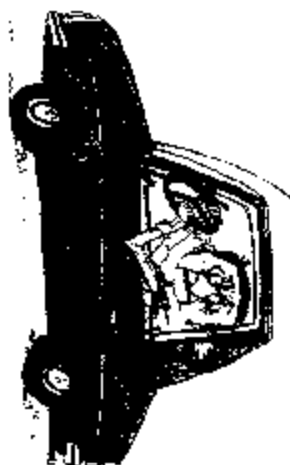
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U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



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<http://www.nhtsa.dot.gov/hotline>

DOT Auto Safety Hotline
(DASH) 2 DOT

1-888-DASH-2-DOT
1-888-327-4236

and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM **28**
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE



**VEHICLE
OWNER'S**

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

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