



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 241

Date Received

14-JUN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8011885

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) (Location at bottom of windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LMLM82W5VY659312		LINCOLN	TOWN CAR	1997	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ 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 Belt	☐ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Utl ☐ Truck ☐ Motorcycle
					Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06212000	Part Name(s) FUEL:CARBURETOR:UNKNOWN TYPE:MANIFOLD:INTAKE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 11-JUN-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 87000		
	Vehicle Speed at Failure(s)		

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 WAS INFORMED OF WATER LEAKING, VEHICLE TAKEN TO A REPAIR SHOP AND INFORMED OF A CRACKED INTAKE MANIFOLD. MANUFACTURER WAS NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION.*AK

COPIES OF REPORTS - FREE -

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

FOR AGENCY USE ONLY 241

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

Date Received

14-JUN-2002

OFFICE
DEFECT INVESTIGATIONOd_or
rt_dt
od_rt
up_tr

Reference No.

8011885

OWNER INFORMATION (Type or Print)

SONOMA

CA

59250

Work Number

Home Number

Do you authorize NHTSA to contact
in the name of the manufacturer of your vehicle?
Signaturemanufacturer of your vehicle?
de your name and address to the vehicle manufacturer.☒ YES ☐ NO

Date 6/12/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located on front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LMLM82W5VY659312	LINCOLN	TOWN CAR	1997	
Purchase Date	Dealer's Name <u>BONANZA LINCOLN/MERCURY</u>		Engine Siz (CID/CCL)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio
☐ New ☒ Used (if used, must be)	City <u>SONOMA</u>	State <u>CA</u>	Zip Code <u>95476</u>	No Cylinders
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Bel	☒ Yes ☐ No	☐ Front ☒ Rear ☐ 4-Wheel
				Vehicle Type
				☒ Car ☐ Van ☐ Minivan ☐ Other
				Body Style
				☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06212000	Part Name(s) FUEL CARBURETOR UNKNOWN TYPE MANIFOLD INTAKE	Location ☐ Left ☒ Front	Failed Part(s) ☐ Right ☐ Rear ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>11-JUN-2002</u> Mileage at Failure(s) <u>87000</u> Vehicle Speed at Failure(s) <u>DISCOVERED AT STOP SIGN</u>	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 <u>NONE</u>	Number of Fatalities <u>NONE</u>	Estimated Property Damage <u>\$600</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER WAS INFORMED OF WATER LEAKING, VEHICLE TAKEN TO A REPAIR SHOP AND INFORMED OF A CRACKED INTAKE MANIFOLD. MANUFACTURER WAS NOTIFIED. FEEL FREE TO PROVIDE ANY FURTHER INFORMATION. *AK

See over

CONTINUE 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.

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

MY WIFE WAS STOPPED IN FRONT OF A SERVICE STATION, WHEN ANOTHER ~~WOMAN~~ ALLEGEDLY
HER TO WATER GUSHING OUT OF HER CAR. THERE WAS NO BUMP OR ALARM WARNING. WE
DID THE CAR REGISTER ANY OVERHEATING. HAD THE LEAK OCCURRED A FEW MINUTES
EARLIER, THE ENGINE PROBABLY WOULD HAVE SEIZED UP - WITH DISASTROUS CON-
SEQUENCES.

OUR MECHANIC DETERMINED THAT THE INTAKE MANIFOLD HAD CRACKED. IT FAILED
IN A FORWARD AREA THAT WAS MADE OF PLASTIC. THE MECHANIC NOTED THAT ON
THE REPLACEMENT MANIFOLD FURNISHED BY LINCOLN MOORE, THE PLASTIC COMP-
ONENT HAD BEEN REPLACED BY METAL. WE COMPLAINED TO LINCOLN'S CUSTOMER
SERVICE PEOPLE AND THEY ACKNOWLEDGED THAT THERE HAD BEEN SOME PROBLEMS
WITH THESE MANIFOLDS, BUT THEY SAID THE PART WAS OUT OF WARRANTY. THERE
HAD BEEN NO RECALL AND THERE'S NOTHING THEY COULD DO. WE WOULD AT LEAST LIKE
TO RECOVER THE \$900 REPAIR BILL.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

2033040001



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

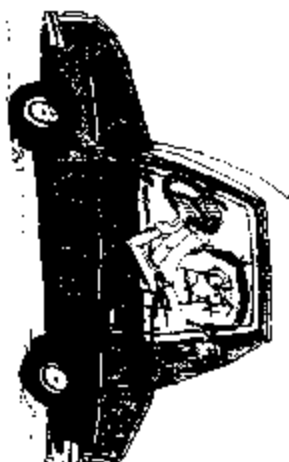
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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

DOT Auto Safety Hotline
(DASH) 2 DOT



US Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>