

U.S. Department
of TransportationNational 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 151

Date Received

07-FEB-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

856369

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) _____ (located at front of windshield on drivers side)	Vehicle Make LINCOLN	Vehicle Model TOWN CAR	Vehicle Year 1998	Current Odometer Reading
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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 ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08600000	Part Name(s) TRACTION CONTROL SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
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

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

WHILE DRIVING UP AN INCLINE WHEELS STARTED SPINNING AND THE ENGINE DIED DUE TO TRACTION CONTROL MALFUNCTIONING. DEALER HAS SEEN VEHICLE, AND SAID IT WAS NORMAL. *AK

CONTINUED ON BACK (REVERSE)

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.

 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 151 Date Received <u>07 FEB 2000</u> Date of Investigation <u>07 FEB 2000</u>	
	OWNER INFORMATION (Type or Print) 588783		Reference No. 856369 Work Number <u> </u> Home Number <u> </u>	

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 2/29/00

VEHICLE INFORMATION							
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>1LNFM81W2WY652608</u>	Vehicle Make <u>LINCOLN</u>	Vehicle Model <u>TOWN CAR</u>	Vehicle Year <u>1998</u>	Current Odometer Reading <u>21,000</u>			
Purchase Date <u>8-17-98</u>	Dealer's Name <u>Prestige Lincoln Mercury</u>		Engine Size (CID/CC/L) <u> </u>	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection			
☐ New ☒ Used	City <u>St. Louis MO</u>	State <u>MO</u>	Zip Code <u>63126</u>	No Cylinders <u> </u>			
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt? ☒ Driverside Airbag ☒ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☒ No	Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>08600000</u>	Part Name(s) <u>TRACTION CONTROL SYSTEM</u>	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>always fails</u> Mileage at Failure(s) <u> </u> Vehicle Speed at Failure(s) <u>all speeds</u>	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ 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	F re ☐ 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)

WHILE DRIVING UP AN INCLINE WHEELS STARTED SPINNING AND THE ENGINE DIED DUE TO TRACTION CONTROL MALFUNCTIONING. DEALER HAS SEEN VEHICLE, AND SAID IT WAS NORMAL. *AK

(over)

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

On one occasion while attempting to get up a ice and snow compacted hill, The Traction Failed, Car sputtered, engine cut off. Another car was sliding down the hill out of control and into my lane of Traffic. Following are steps I had to take to get out of his way when the engine cut off ① Attempt to honk horn which is very difficult on this car since you must locate proper pressure point in center of steering wheel and press with all your might otherwise horn will not operate. ② let engine started ③ open glove compartment and locate and press traction by-pass button which is in a difficult, inconvenient area inside glove compartment ④ Close glove compartment ⑤ Accelerate and try to get out of way of car sliding towards me while frantically trying to honk horn. I Barely Made it !!! I have spoke to 6 other Lincoln Town Car owners who have this same Traction Control and they have related some experiance that I have had. I believe it to be a definate safety Hazard. Whenever I spoke to Ford people, wrote to them, called their 800 Toll Free No. They always told me that "That is the way it is supposed to work" [REDACTED]

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



March 18, 1999

Ford Motor Company
Customer Assistance
300 Renaissance Center
PO Box 43360
Detroit, MI 48243

Gentlemen:

In August 1998 I purchased a 1998 Lincoln Town Car—Executive Series from Prestige Lincoln-Mercury at 6661 Wayzata Boulevard, Minneapolis, MN. Since 1979 I have purchased two Mercurys and two Lincolns from this dealership. Since we spent most of the winter in Florida, we did not drive the car in winter conditions. On Monday and Tuesday, March 8 and 9, 1999, however, we experienced somewhat of a snow storm here in the Twin Cities area, giving me the opportunity to drive the car under these icy/snowy conditions for the first time.

When I attempted to drive the car out of a restaurant parking lot approximately two city blocks from Prestige Lincoln, I encountered difficulty with about 1 ½" – 2" of loose snow on the ground. I finally overcame this and came to a slight grade. The road was clear except for packed snow on the road. It took me 15 minutes to get over this slight hill, which was about 1/3 city block long. The car totally shut down and the engine stopped. I heard pistons slapping and pinging, etc., etc., sounding like the engine was missing. The car would constantly kill. I didn't think I would ever make it over this very slight incline.

After I finally got to the Prestige dealership, they said they would look at the problem. I spoke to Russell Michael (technical analyst) in the service department and I suggested they test drive the car on an incline. After approximately five minutes, Russell said there was nothing wrong with the car. They did not test in on an incline as I had suggested. I asked Russell if he would come with me on a test drive.

We went back to the slight hill where I encountered the trouble. After struggling with trying to drive it up the incline again for approximately 15 minutes, Russell stated to me that there was something "dramatically wrong with the car," and that he had "never seen a Town Car perform like this." (However, he later told Pete Fleming, (your regional manager, I believe) that the car "performed normally." Again, we finally got back to Prestige. They gave me a loaner car, and after three hours called me at my house to pick up my car, telling me it performs normally and that is the way it is supposed perform. I find this hard to believe.

Later, Pete Flemming called me and told me there was nothing he could do for me and that my car performed OK. I asked him if he would take a test ride with me and he refused. I offered to pick him up wherever he was, and pleaded with him to go for a test ride with me. He again stated he would not do this. I then asked him if there was anyone else I could talk to, and he told me I could call an 800 number, but I had already talked to them.

Their final recommendation is that I should buy a set of snow tires (the car does have all-season tires) and put heavy sand bags in the trunk. That is not the problem, since the wheels were not spinning but rather the engine pings, misses and shuts off. They then told me to push the by-pass traction button if I didn't like the way the traction control worked. Part of the reason I purchased this car is because of the traction control for winter use.

Is this really the way a Lincoln Town Car should drive? And, is this the kind of customer service I should now expect from a Lincoln dealer?

Sincerely,

[REDACTED]

[REDACTED]db

CC: Lapp, Lazar, Libra, Chtd.

CERTIFIED MAIL, Return Receipt