

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

118

Date Received

29-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

869027

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 vehicle or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LNHM81W3YY877129	LINCOLN	TOWN CAR	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ 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 ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000	Part Name(s) STEERING	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) 150 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)

SINCE JULY 26, 2000, WHILE DRIVING THE VEHICLE AND HITTING ANY TYPE OF BUMP, THE VIBRATION COMES UP THROUGH THE STEERING WHEEL. THE ADLER ARM HAS PLAY AND MOVEMENT AND THE PITMAN ARM HAS MOVEMENT UP AND DOWN. THE VEHICLE WAS TAKEN TO THE DEALERSHIP. THE DEALERSHIP STATES THAT THIS IS A KNOWN PROBLEM. THE DEALERSHIP HAS NO SOLUTION FOR THIS PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION.

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.

 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 OFFICIAL USE ONLY '18 Date Received 00 DOT 31 PM 1:1 28-AUG-2000 OFFICE EFFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted] 631884		Reference No. 869027	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA will not provide your name and address to the vehicle manufacturer.		Signature of Owner [Redacted] Date 8/14/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1LNHM81W3YY877129	Vehicle Make LINCOLN	Vehicle Model TOWN CAR	Vehicle Year 2000
Current Odometer Reading 24000		Purchase Date 7/26/00	
Dealer's Name Nemitta auto City Latham State NY Zip Code		Engine Size (Gross) 282 No. Cylinders 8	
Transmission Type ☐ Manual ☒ Automatic		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 ☐ Van ☐ Minivan ☐ Other	
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck		Engine Type ☐ Turbo ☒ Diesel ☐ Gas ☐ Fuel Injectio	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 01510000	PART NUMBER STEERING: LINKAGES: ARM: PITMAN and idler arm movement.	Location ☒ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 7/28/00 Mileage at Failure(s) 150 Vehicle Speed at Failure(s) ANY	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)			
SINCE JULY 26, 2000, WHILE DRIVING VEHICLE AND HITTING ANY TYPE OF BUMP, VIBRATION COMES UP THROUGH THE STEERING WHEEL. PITMAN ARM HAS PLAYED AND HAS MOVED UP AND DOWN. VEHICLE WAS TAKEN TO THE DEALERSHIP. DEALERSHIP STATED THAT THIS WAS A KNOWN PROBLEM. DEALERSHIP HAD NO SOLUTION FOR PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION. AK THEY KNEW ABOUT THE HARD RIDE, FROM A LOT OF COMPLAINTS.			
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.			

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)

Since our conversation I Have Found
out that, From 9/1999 all TOWN CARS
Have Had Their Rear Sway Bar or Stabilizer
Bar removed. My car was built on 3/2000.
My question is How can a car operate
safely without this part. (also I have
a report on drive shaft misalignment, that
would cause my car to have the vibration
while driving.

FROM



12505X3512 05



U.S. G.P.O. 1992-623-887/60000

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

TO



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U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

