



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 197

Date Received

30-JAN-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_lfr _____

Reference No.

879341

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>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LNLM81W1TY695951	LINCOLN	TOWN CAR	1996	

Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02432000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:UNKNOWN T	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 0	Date(s) of Failure(s) 01-DEC-2000 Mileage at Failure(s) 41000 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE PULLING INTO A PARKING LOT HEARD A LOUD NOISE. CONSUMET THOUGHT THAT DROVE OVER A HOLE, GOT OUT OF VEHICLE, AND FOUND OUT THAT BALL JOINTS HAD FALLEN OFF VEHICLE WITHOUT PRIOR WARNING. *AK

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.

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 197	
OWNER INFORMATION (Type or Print)		Date Received 30-JAN-2001 OFFICE EFFECTS INVESTIGATION		Od. or st. of od. rt up. ltr Reference No. 879341	
[REDACTED]		670974		Work Number [REDACTED] Home Number [REDACTED]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of [REDACTED] and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Date <u>2/12/2001</u>	
Signature of Owner [REDACTED]		INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1LNLM81W1TY685951		Vehicle Make LINCOLN	Vehicle Model TOWN CAR	Vehicle Year 1998	Current Odometer Reading 40312
Purchase Date SEPT 96	Dealer's Name CATER LINCOLN MERCURY SALES, INC.		Engine Size (CID/COIL) 4.6 L	<input type="checkbox"/> Turbo Diesel Gas <input checked="" type="checkbox"/> Fuel Injection	No Cylinders 8
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City <u>Yorkville</u> State <u>N.Y.</u> Zip Code <u>13495</u>		Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <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 checked="" 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 02132000	Part Name(s) SUSPENSION:INDEPENDENT FRONT CONTROL ARM:UNKNOWN T BALL JOINT ON LOWER CONTROL ARM		Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear		Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 0	Date(s) of Failure(s) 01-DEC-2000		Mileage at Failure(s) 41000	Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
					NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage 0	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
WHILE PULLING INTO A PARKING LOT HEARD A LOUD NOISE. CONSUMET THOUGHT THAT DROVE OVER A HOLE, GOT OUT OF VEHICLE, AND FOUND OUT THAT BALL JOINTS HAD FALLEN OFF VEHICLE WITHOUT PRIOR WARNING. *AK					
CONTINUE ON BACK IF NEEDED					
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LINCOLN MERCURY SALES, Inc.



5124 Commercial Drive
Yorkville, New York 13495
315-736-3003



CUSTOMER NO 667105	ADVISOR TOM 153	TAG NO.	SERVICE DATE 12/16/00	INVOICE NO. LICS8464
	LABOR RATE 54.00	LICENSE NO. 2P111	COLOR WHITE	STOCK NO.
	YEAR, MAKE, MODEL 86/LINCOLN/TOWN CAR/4DR EXECUTIVE SD		DELIVERY DATE	DELIVERY MILE
	VIN 1LNLM81W1TY895951		SELLER'S LICENSE NO.	RECORD NO.
	BUSINESS PHONE	COMMENTS	DATE 12/16/00	MO: 40314

JOB# 1 CHARGES

LABOR
J# 1 45L1Z STEERING/SUSPENSION TECH(S):1757 WARRANTY
 CAR LYING ON FRONT WHEELS
 CHECK SUSPENSION LOW RIGHT BALL JOINT
 BROKE R AND R RT LEFT LOWER BALL JOINT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	F422-3050-A	KIT-FRT 477225		WARRANTY
	2	F5A2-3A131-A	END ASY 438600		WARRANTY
	2	E53311S	SLEEVES		WARRANTY
				TOTAL - PARTS	0.00

MISC
 NO WARR DEDUCTIBLE
 TOTAL - MISC 100.00

JOB# 1 TOTALS MISC 100.00

JOB# 1 JOURNAL PREFIX LICS JOB# 1 TOTAL 100.00

JOB# 2 CHARGES

LABOR
J# 2-45L1Z01 STEERING CONCERN TECH(S):147 39.95
 ALIGNMENT
 REPLACE BALL JOINTS AND TIE ROD ENDS
 ALIGN FRONT END

JOB# 2 TOTALS LABOR 39.95

JOB# 2 JOURNAL PREFIX LICS JOB# 2 TOTAL 39.95

JOB# 3 CHARGES

LABOR
J# 3-45L1Z20 STEERING CONCERN TECH(S):1757 0.00
 INNER TIE ROD ENDS
 REPLACE INNER TIE ROD ENDS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	F5A2-3A130-A	END ASY 438599	32.00	64.00
				TOTAL - PARTS	64.00

JOB# 3 TOTALS PARTS 64.00

JOB# 3 JOURNAL PREFIX LICS JOB# 3 TOTAL 64.00

**N.Y. STATE
REPAIR SHOP
R4330196**

**DISCLAIMER
OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 48 months or 50,000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

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LINCOLN
WHAT A LUXURY
CAR SHOULD BE.

TOWN CAR

1990 EXCLUSIVE
6-PASSENGER LUXURY
4.6L EFI V8 ENGINE
ELECTRONIC AUTO O/D TRANS

VIBRANT WHITE CLEARCOAT
INTERIOR
PORTOFINO BLUE CLOTH

STANDARD EQUIPMENT INCLUDED AT NO. EXTRA CHARGE

SAFETY/SECURITY

- DRIVER & PASS SRS AIR BAGS
- 4-W/ DISC ANTI-LOCK BRAKES
- SIDE DOOR INTRUSION BEAM
- FRONT/REAR CRUMPLE ZONES
- ANTI-THEFT SYSTEM
- REMOTE KEYLESS/ILLUMINATED ENTRY SYSTEM
- CORNERING LAMPS
- 5-MPH BUMPERS

FUNCTIONAL

- DELAYED ACCESSORY POWER
- REAR AIR SUSPENSION
- AIR COND W/AUTO TEMP
- ELECTRONIC ENGINE CTRL
- POWER WINDOWS
- SPEED SENSITIVE STEERING
- W/SELECT STEERING EFFORT
- MESSAGE CENTER WITH CLOCK
- 100,000 MI. TUNE UP INTRVL

EXTERIOR

- CRYSTALLINE STYLE HEADLAMP
- SOLAR TINTED GLASS
- Y-SPOKE ALUMINUM WHEELS
- HEATED OUTSIDE FWR MIRRORS
- REAR WINDOW DEFROSTER
- CONCEALED ANTENNA
- EXTENSIVE CORROSION PROT'N
- CHROME GRILLE

INTERIOR

- AM/FM PREM SOUND CASSETTE
- ELECTRONIC INST CLUSTER
- 50/50 TWIN COMFORT LOUNGE SEATS
- SPEED CONTROL (FINGERTIP)
- LIGHTED SWITCHES
- REAR SEAT HEAT DUCTS

THE LINCOLN COMMITMENT

- 24 HR. ROADSIDE ASSISTANCE
- 4 YR./50,000 MI BUMPER-BUMPER

PRICE INFORMATION

STANDARD VEHICLE PRICE
OPTIONAL EQUIPMENT

CALIFORNIA EMISSIONS SYSTEM 100.00
TOTAL VEHICLE & OPTIONS 37,010.00
DESTINATION & DELIVERY 670.00

Manufacturer's
Suggested Retail Price
\$36,910.00

Compare this vehicle to others in the FREE GAS MILEAGE GUIDE available at the dealer.

CITY MPG

17

HIGHWAY MPG

25



Actual mileage will vary with options, driving conditions, driving habits and vehicle's condition. Results reported to EPA indicate that the majority of vehicles with these estimates will achieve between

14 and 20 mpg in the city and between 21 and 29 mpg on the highway.

1996 TOWN CAR, 4.6L ENGINE (FEEDBACK FUEL SYSTEM), 8 CYLINDERS, FUEL INJECTION, CATALYST, ELECTRONIC 4-SPEED AUTOMATIC TRANSMISSION

Estimated Annual Fuel Cost: \$ 900

For comparison Shopping

all vehicles classified as

LARGE

have been issued mileage ratings

ranging from 11 to 20 mpg city

and 15 to 30 mpg highway.

This vehicle is equipped with an engine that has a 100,000 mile tune-up interval.

The LINCOLN COMMITMENTSM is a comprehensive owner benefits package designed to provide you with services to support your every driving need. It includes: 24-hour Roadside Service Assistance, Service Loaners, a Customer Assistance Center, Travel Planning, and much more.

TOTAL

\$37,680.00

LINLM81M1TY695951

