Form Approved: OMB No. 2127-0008

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: 03-AUG-2001	Od_or ____ rt_dt ____ od_rt ____ up_ltr ____
	Reference No. 893352

[redacted]

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Readin
1LNHM83W9YY766369	LINCOLN	TOWN CAR	2000	

Purchase Dat ____ ☐ New ☒ Used

Dealer's Name________________ City________ State______ Zip Code________

Engine Size (CID/CC/L ____ No Cylinders ______

☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ 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 Ut ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other_____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s	Location	Failed Part(s
03200000 03230000	BRAKES:HYDRAULIC SYSTEM BRAKES:HYDRAULIC:MASTER CYLINDER	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failure	Date(s) of Failure(s) / Mileage at Failure(s)	Failed Part(s)	NHTSA Previously
0	Date(s) of Failure(s) 03-MAR-2001 15000 Mileage at Failure(s) 0	☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

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

BRAKE PEDAL WILL FADE OUT AND NOT HOLD. CONSUMER HAS TO PUMP BRAKE TO GET VEHICLE TO STOP. TOOK VEHICLE TO DEALER, AND REPLACED MASTER CYLINDER. HOWEVER, SAME DAY PROBLEM REOCCURRED. WHILE ON HIGHWAY CONSUMER STEPPED ON BRAKES AND PEDAL WENT TO THE FLOOR. CONSUEMR HAD TO PUMP BRAKES AGAIN. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

CONTINUE ON BACK IF NEEDED

Form Approved O.M.B. No. 2127-0008

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 335

Date Received:
OCT 15 AM 9:16
03-AUG-2001
OFFICE OF DEFECTS INVESTIGATION

Od_cr
rt_dt
od_rt
up_ltr

Reference No.
893352

OWNER INFORMATION (Type or Print)

[redacted]
705281

Work Number [redacted]
Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of [redacted] address to the vehicle manufacturer.

Signature of Ow[redacted] Date 10/8/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LNHM83W9YY766369	LINCOLN	TOWN CAR	2000	25,000

Purchase Date: OCT. 1999 ☒ New ☒ Used
Dealer's Name: GERMAIN LINCOLN MERCURY
City: NAPLES State: FL Zip Code:
Engine Size (CID/CC/L): 2.4 L
No Cylinders: 8
☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☒ Yes ☒ N/A	☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☒ N/A	☐ Front ☒ Rear ☐ 4-Wheel	☒ Car ☐ Sport Ut ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
03200000 03230000	BRAKES:HYDRAULIC SYSTEM BRAKES:HYDRAULIC:MASTER CYLINDER	☒ Left ☐ Right ☒ Front ☐ Rear	☒ Original ☐ Replacement

No of Failures: 1 EVERY DAY
Date(s) of Failure(s): 03-MAR-2001 CONSISTANTLY SINCE MARCH
Mileage at Failure(s): 15000
Vehicle Speed at Failure(s): 0 to 60 ON HIGHWAY, EVERY TRAFFIC LIGHT
Failed Part(s) Available? ☒ Yes ☐ No
NHTSA Previously Contacted? ☒ Yes ☐ No SEE BELOW

APPLICATION INCIDENT INFORMATION

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

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

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

BRAKE PEDAL WILL FADE OUT AND NOT HOLD. CONSUMER HAS TO PUMP BRAKE TO GET VEHICLE TO STOP. TOOK VEHICLE TO DEALER, AND REPLACED MASTER CYLINDER. HOWEVER, SAME DAY PROBLEM REOCCURRED. WHILE ON HIGHWAY CONSUMER STEPPED ON BRAKES AND PEDAL WENT TO THE FLOOR. CONSUEMR HAD TO PUMP BRAKES AGAIN. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

AT EVERY TRAFFIC LIGHT BRAKE PEDAL WILL DROP/FADE TO FLOOR (WHILE IDLING). DRIVER STILL NEEDS TO PUMP BRAKE WHEN TRAVELING ON HIGHWAY.

CONTINUE ON BACK IF NEEDED

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.*	MANUFACTURER/TIRE NAME	SIZE
D O T		

* 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)

I HAVE INCLUDED IN THIS REPORT A SUMMARY OF REPAIRS DONE TO THIS VEHICLE, WHICH WAS PRINTED OUT BY THE DEALER - CORTESE LINCOLN - MERCURY OF ROCHESTER, NY ON 10-8-01.

CORTESE LINCOLN HAD A FORD SPECIALIST MEET WITH ME REGARDING THIS BRAKE PROBLEM. THE SPECIALIST SAID "THAT THE FADE WAS ABSOLUTELY NORMAL FOR THIS CAR. THAT AS LONG AS THEY STOPPED THE CAR - THAT WAS GOOD ENOUGH." ALSO, "IF PUMPING THE BRAKES HELPS - THAT'S GOOD ENOUGH."

I THINK THIS IS UNACCEPTABLE AND DANGEROUS.

PLEASE KEEP ME INFORMED OF ANY DEVELOPMENTS.

THANK YOU.

SB/jc

P.S. NEW YORK STATE DMV MOTOR VEHICLE INSPECTION REGULATIONS (JUNE 2000) GUIDE BOOK, PAGE 35 #6 READS: REJECT IF "BRAKE PEDAL DOES NOT HOLD ITS POSITION FOR AT LEAST 60 SECONDS WITHOUT FADING."

☆ U.S. G.P.O.: 1992 – [illegible]

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

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT'L HWY TRAFFIC SAFETY ADMIN.

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

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

(Page 1 through Page 3)

[redacted]