



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 §20

Date Received

12-OCT-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

897684

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) 1LNFM82W7WY674084	Vehicle Make LINCOLN	Vehicle Model TOWN CAR	Vehicle Year 1998	Current Odometer Reading
Purchase Date ☒ New ☐ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15300000	Part Name(s) EQUIPMENT: SPEED CONTROL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 01-JUN-2001 Failure(s) 27800 Mileage at Failure(s) 70	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 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING APPROXIMATELY 70 MPH VEHICLE JUMPED OUT OF CRUISE CONTROL AND ACCELERATED UNCONTROLLABLY. CONSUMER WAS ABLE TO STOP VEHICLE WITHOUT INCIDENT. DEALERSHIP HAS EXAMINED VEHICLE, AND COULD FIND CAUSE THROUGH A DIAGNOSTIC AND DRIVEN EXAMINATION. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / ATTACHMENTS. *AK

COPIES OF THIS FORM ARE:

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 920	
U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print)		Date Received: 01-10-2001 12-OCT-2001 EFFECTS:	
		Od_or: _____ rt_dt: _____ od_n: _____ up_ltr: _____ Reference No.: 897684	
720114		Work Number: _____ Home Number: _____	
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
1LNFM82W7WY674084	LINCOLN	TOWN CAR	1998
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____
☒ New ☐ Used	City _____ State _____ Zip Code _____		No. Cylinders: 8 ☒ Turbo Diesel Gas Fuel Injection ☒
Transmission Type	Antilock Brakes	Restraint System	Cruise Control
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☐ No
Drive Train	Vehicle Type	Body Style	
☐ Front ☒ Rear ☐ 4-Wheel	☒ Car ☐ Sport Utility Truck ☐ Van ☐ Motorcycle ☐ Minivan ☐ Other _____	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component: 15300000	Part Name(s): EQUIPMENT:SPEED CONTROL	Location: ☒ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s): ☒ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s): 01-JUN-2001 Mileage at Failure(s): 27800 Vehicle Speed at Failure(s): 70	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	Fire	Number of Persons Injured	Number of Fatalities
☐ Yes ☒ No	☐ Yes ☒ No	0	0
Estimated Property Damage		Reported to Police	
		☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE TRAVELING APPROXIMATELY 70 MPH VEHICLE JUMPED OUT OF CRUISE CONTROL AND ACCELERATED UNCONTROLLABLY. CONSUMER WAS ABLE TO STOP VEHICLE WITHOUT INCIDENT. DEALERSHIP HAS EXAMINED VEHICLE, AND COULD FIND CAUSE THROUGH A DIAGNOSTIC AND DRIVEN EXAMINATION. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / ATTACHMENTS. *AK			
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.*

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)

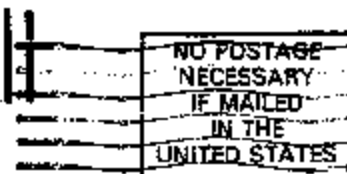
The incidents described in the narrative occurred three different times between June 1, 2001 and June 17, 2001. All three of these incidents happened under exact circumstances described in the narrative section of the attached form CMB-2127-0000. Average mileage at the time of these incidents was between 23,000 and 23,800. Car was taken to dealership on June 14, 2001 and I waited 3 1/2 hours. Was told they could do nothing because they were unable to get the car to duplicate the problem. The following week I was contacted by a lady who said she worked for Ford Motor Company, and asked about the problem. When I explained it her said it appeared to her that there might be a safety, and that she would report it to Ford Motor Company. On October 3, 2001 the incident was repeated twice during a 200 mile trip. When the odometer showed 24,500 miles. That same week another Ford, Mercury, Lincoln dealer outside the state informed me there was no record of my complaint or any other complaints of that nature on the computer. On October 14, 2001 I contacted Ford Motor Company, Lincoln Customer Service Center-1-800-521-4140 and was informed that the individual responsible was not available, but would return my call. As of October 22, 2001 I have heard nothing from the company.

☆ U.S. G.P.O.: 1992 - 625-887 / 80086

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

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POSTAGE WILL BE PAID BY NATL 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)(6)**

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