



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

2004 FEB 26 AM 9:42  
28-JAN-2004

Repository

Reference No.  
10056056

OWNER INFORMATION (Type or Print)

Name

Address

City

DEKALB

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an  provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 2/19/2004

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at Bottom of Windshield on driver's side

1LMUM97Y3VY712892

Make

LINCOLN

Model

CONTINENTAL

Model Year

1997

Date Purchased  
07-NOV-00

Dealer's Name and Telephone Number

TOM SPARKS BUICK - 815-756-9500

Engine:

No. Cylinders

8

Fuel Type:

gas

Original Owner

Dealer's City

DEKALB

State

IL

Zip Code

60115

Transmission Type

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

015100 STEERING:HYDRAULIC POWER ASS:ST:PUMP

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
30-DEC-2003

Failure Mileage  
54000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOT1M18ABC036)

Original Equipment  
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure.  
i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING A NOISE CAME FROM THE STEERING WHEEL WHEN MAKING A RIGHT TURN. ALSO, VEHICLE HAD TO BE STARTED SEVERAL TIMES BEFORE POWER ASSIST PUMP WOULD OPERATE. CONSUMER STATED THAT VEHICLE HAD BEEN REPAIRED ON TWO SEPARATE OCCASIONS UNDER TSB 8092561. DEALER REFUSED TO REPAIR THE VEHICLE AGAIN BECAUSE THE WARRANTY EXPIRED. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Three Times. POWER STEERING Has gone out, message on  
computer check steering assist. When this happens POWER STEERING  
goes out hard turning steering wheel it is unsafe to drive when  
This happens emit turn steering wheel. It happens once while driving  
had to stop car and restart engine to able to drive car  
you never know when this is going to happen enclosed is repair sheet

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 MAIL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

1-888-327-4236

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
http://www.safercar.gov

Make: LINCOLN

Model: CONTINENTAL

Year: 1997

Component: STEERING:POWER ASSIST

Summary: INCREASE IN POWER STEERING EFFORT. \*ID

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Service Bulletin Number: BC0306970201

Bulletin Sequence Number: 9

Date of Bulletin: 9702

NHTSA Item Number: SB051614

Make: LINCOLN

Model: CONTINENTAL

Year: 1997

Component: STEERING:POWER ASSIST

Summary: INCREASED POWER STEERING EFFORT AND NO COMMUNICATION WITH THE VEHICLE DYNAMICS MODULE (VDM). \*TW

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Service Bulletin Number: BC3240970210

Bulletin Sequence Number:

Date of Bulletin: 9702

NHTSA Item Number: SB051862

Make: LINCOLN

Model: CONTINENTAL

Year: 1997

Component: STEERING:POWER ASSIST

Summary: BRIEF GRUNT FROM THE STEERING SYSTEM WHEN RETURNING THE WHEEL FROM A FULL RIGHT HAND TURN. \*TW

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Service Bulletin Number: 98232

Bulletin Sequence Number: 373

Date of Bulletin: 9811

NHTSA Item Number: SB603716

Make: LINCOLN

Model: CONTINENTAL

Year: 1997

Component: STEERING:POWER ASSIST

Summary: INFORMATION ON REDUCED POWER STEERING ASSIST DURING HUMID CONDITIONS. \*YC

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Service Bulletin Number: 99242

Bulletin Sequence Number: 609

Date of Bulletin: 9911

NHTSA Item Number: SB6090184

Make: LINCOLN

Model: CONTINENTAL

Year: 1997

Component: STRUCTURE

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**