



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 100148

Date Received

21-JUL-2005

Repository ☐

Reference No.
10129582

OWNER INFORMATION (Type or Print)

Name XXXXXXXXXX
Address XXXXXXXXXX
City LANCASTER State PA Zip Code XXXXXX

Daytime Telephone Number XXXXXXXXXX

E-mail Address

Evening Telephone Number XXXXXXXXXX

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of XXXXXXXXXX or address to the vehicle manufacturer.
Signature of Owner XXXXXXXXXX Date 8/21/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side: 1XNLm97V0854
Make LINCOLN Model CONTINENTAL Model Year 1995
Date Purchased 01-AUG-02 Dealer's Name and Telephone Number (302) Brandywine Motors 761-4300
Engine: No. Cylinders 8 Fuel Type: Gas
Original Owner ☐ Dealer's City Wilmington State DE Zip Code 19802
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain UNKNOWN
Vehicle Component Code 161000 STRUCTURE:FRAME AND MEMBERS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-JUL-2005 Failure Mileage 102,073 Failure Speed See attached copies

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ 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).

DT: THE CONTACT OWNS A 1995 LINCOLN CONTINENTAL. RECEIVED NHTSA CAMPAIGN RECALL 98V323000. VEHICLE MANIFESTED THE SAME PROBLEM AS LISTED IN THE RECALL CONCERNING REAR LOWER SUB FRAME MOUNT PLATE NUT THAT COULD EXPERIENCE STRESS CORROSION CRACKING IF SUBJECTED TO LONG TERM EXPOSURE TO ROAD SALTS. THIS CAN RESULT IN FRACTURE AND LOSS OF THE STRUCTURAL INTEGRITY OF THE SUBFRAME MOUNT ATTACHMENT. DETACHMENT OF THE BODY MOUNTS AT THE REAR CORNERS OF THE SUB FRAME WHICH SUPPORTS THE ENGINE AND TRANSMISSION, ALLOWS THE REAR CORNERS OF THE SUBFRAME TO DROP. IF BOTH REAR CORNERS DROP STEERING WOULD BECOME SUDDENLY VERY DIFFICULT, AFFECTING VEHICLE'S CONTROL AND INCREASING THE RISK OF A CRASH. THIS RECALL DID NOT INCLUDE THE YEAR O VEHICLE BUT SHE HAD THIS SAME PROBLEM. *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 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.

* I would like the Lincoln or Ford Co. to reimburse me for repairs.
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies) See attachments

I was advised by the Midas repair services that there was a problem with 95 Lincoln Continental which may have serious damages & repair costs if I didn't care of the problem ASAP. I also have the old parts to prove that in fact there was definitely a problem. I called two employees at Carman Ford - 145 S. Dupont Hwy - New Castle, DE - (302) 323-2310. Because this is the closest auto repair dealership for Lincolns & I have taken my auto there for service repair before. NO thus far wants to be accountable for this problem. I suspect that someone was aware of this problem but turned the other cheek because I am certainly not the cause & neither is my spouse. I plan to call attention to this problem to another source if not dealt with properly.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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National Highway
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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 NATL. 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

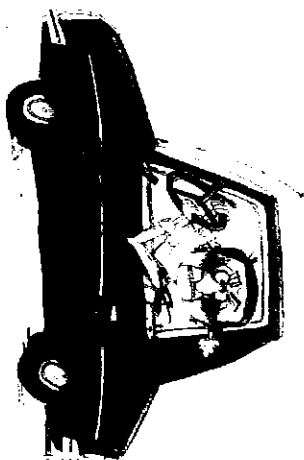
OR

DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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