



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

Repository

11-JAN-2008

Reference No. 10214489

OWNER INFORMATION (Type or Print)

Name

Daytime Telephone Number

E-mail Address

Address

Evening Telephone Number

City

CANTON

State

OH

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of an address to the vehicle manufacturer. Signature of Owner Date 1/18/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1LNHM97V9

Make LINCOLN

Model CONTINENTAL

Model Year 2001

Date Purchased 02-JUL-04

Dealer's Name and Telephone Number MONTROSE LINCOLN AND MERCURY

Engine: No: Cylinders 8

Fuel Type: Diesel GAS

Original Owner

Dealer's City ALLIANCE

State OH

Zip Code 44601

Transmission Type AUTOMATIC

Antilock Brakes Cruise Control

Powertrain FRONT WHEEL DRIVE

Vehicle Component Code 021210 SUSPENSION:FRONT:SPRINGS:COIL SPRINGS Multiple Failure: #1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 29-DEC-2007

Failure Mileage 89755

Failure Speed 0 3-5 mi

right front coil spring! Costing me a total of \$323.25 plus \$172.00 Tire

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Michelin

Tire Model (Name or Number)

MURRITXGTHB

Tire Size (Example P215/65R15)

P225-60-16

DOT No. (Example: DOTM19ABC036)

Original Equipment Prior Repair

Failure Location:

inside wall

Tire Component Code

As 09575975

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 0

Number of Deaths 0

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):

TL*THE CONTACT OWNS A 2001 LINCOLN CONTINENTAL. WHILE BACKING OUT OF THE DRIVEWAY AND ACCELERATING FORWARD, THE CONTACT HEARD A RUBBING NOISE COMING FROM THE FRONT OF THE VEHICLE. HE IMMEDIATELY PULLED OFF THE ROAD AND NOTICED THAT THE FRONT PASSENGER SIDE WAS LEANING ON THE TIRE. HE ATTEMPTED TO CHANGE THE TIRE AND DISCOVERED THAT THE COIL SPRING FAILED AND PUNCTURED THE TIRE. THE CURRENT MILEAGE WAS 90,052 AND FAILURE MILEAGE WAS 89,755.

Tire had Blowed

P.S. Tire was not in fault. Coil spring was the whole reason.

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.

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

Copy's of Spring, Tire, and Report to warranty attached.

Multiple horizontal lines for writing the narrative description of the incident.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



85

**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



[REDACTED]
Canton, OH [REDACTED]
PH. [REDACTED]

January 16, 2008

Warranty Activation HQ, Inc.
ATTN: Jason
12244 Tesson Ferry Rd., Ste 300
St. Louis, MO 63128

This story begins with a death in the family from out of state, Anderson, IN. My wife and I went to pay our respects and to comfort my brother. My brother's wife dies on Christmas Day after 60 years of marriage. We planned to return to Canton on Sunday, December 30, 2008.

On Sunday, as we were leaving to return home, we backed out of my brother's driveway onto the street. I heard a cracking noise. I changed gears from reverse to forward gear and was moving slowly as we were waving goodbye to my brother, his son and his son's wife. I heard a rubbing noise so I immediately started to pull toward the curb when there was like an explosion (like a gunshot) and the car dropped down at the right front. My wife and my other brother, who was riding back to Canton, with us got out of the car to see what had happened. The tire was flat as a pancake. So I started to back up very slowly out of traffic to change the tire and to see what had happened to my car. When I removed the tire, I found that the coil spring had broken and had punctured my tire making an 8 to 12 inch gash in my tire.

We were all considerably shaken when we thought that within 5 to 10 minutes we would have been on the freeway to come home to Canton, OH which is approximately a 5-hour trip.

We had to unload the trunk of the car from the street in front of my brother's house to get the spare tire (donut) so I could back the car into my brother's garage. My nephew then took me to Sears where I bought a new tire. The tire I was replacing was less than a year old. Then we called around to all the parts houses that were open on Sunday to try and find a coil spring. We were told by every parts house that the part would have to come from a Ford Dealer.

There was no Ford Dealership in Anderson, IN. I had to wait until early Monday to call out of town to Wyant Ford in Elwood, IN, about 28 miles away, to see if they could help me. They said they couldn't schedule my car to be repaired until sometime after New Years. I asked them if they could get the parts I needed so I could fix it myself. Years ago I had been a mechanic in Ford Dealership in Canton. My nephew in Indiana is also a mechanic so I felt we could fix it if we only could get the parts that were needed.

Wyant Ford first said they could get a spring by 4 o'clock on December 31. After calling around and checking on the computer, they found that nobody in the state of Indiana had the parts that I needed. They said they would have to come from Detroit, MI. That day the weather turned bad with high winds and snow and traffic was very limited. Well, as it turns out, the Ford parts truck from Detroit never showed up to the Dealership in Elwood. So that meant we have to wait until Wednesday because Tuesday is New Year's Day.

On Wednesday we checked with the Dealership to see if my parts came in yet. They said they hadn't and that the truck they were expecting from Ford had never showed up. In fact, they couldn't even confirm that the parts were even on the truck. Wyant began to make calls and to search again.

By this time my wife was running out of her heart medicine because we expected to be home on Sunday. We had to call back to Ohio to have the Doctor's office call in perscriptions for a few days to an Anderson pharmacy until we could get home.

So now it's Thursday, January 3, 2008. Wyant Ford had located another place to get my parts and could have them by 4 o'clock. We had to drive the 28 miles one way but were finally able to pick up the parts I needed to fix the car. The good news was that my nephew and I had been mechanics and could fix it.

We finally got home to Canton on Friday evening, January 4, 2008. On Tuesday I was finally able to reach the Service Manager, Bob Conn, at my dealership, Montrose Ford-Lincoln-Mercury in Alliance, OH, where we purchased the car in 2004. He said there had been no recall on my car for coil springs. I asked him to check my repair job and check the other side to make sure it was OK. He said everything looked fine on both.

During this ordeal, my wife missed one day of work and I missed two days of work (we both work part time). Plus cell phone charges needed during this time. No bill yet.

Wife missed pay	\$ 60.60
Husband " "	198.40
Spring Assy parts	323.25
Tire	117.20
	<hr/>
	\$699.45

The Service Manager at Montrose said if you have any technical questions, for you to call him. Robert Conn 1-800-398-5697, FAX 1-330-829-5017.

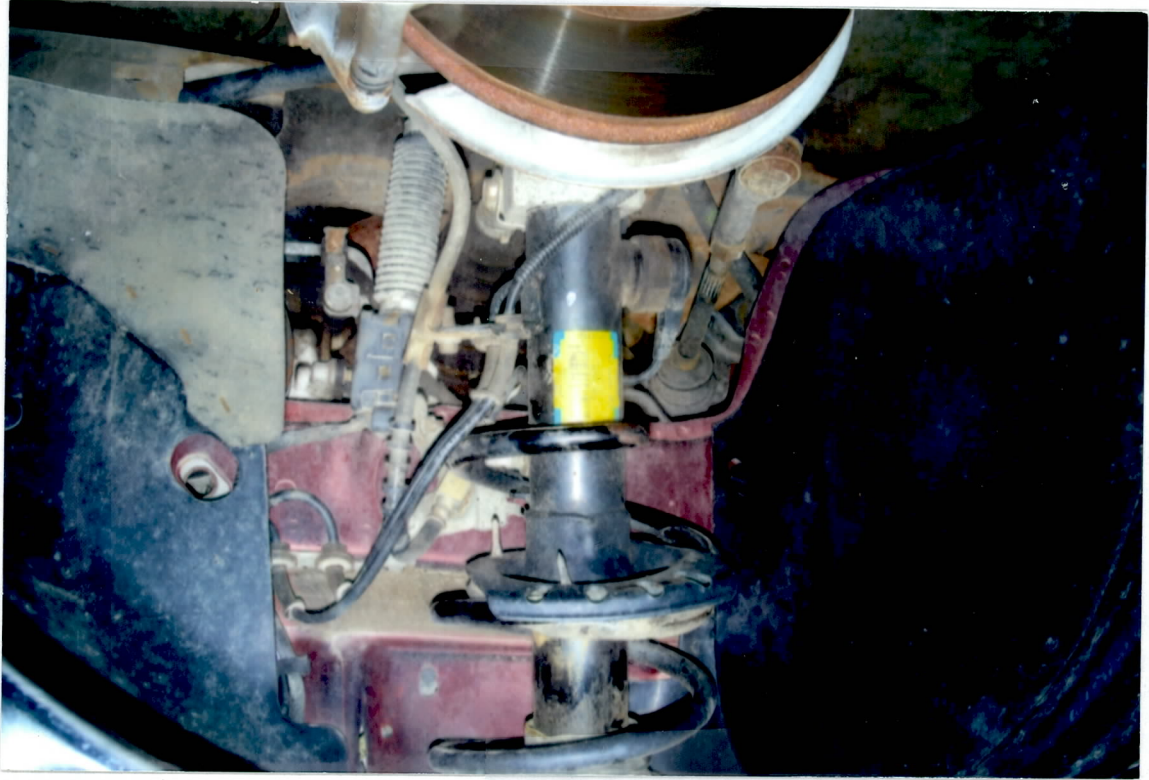
Enclosed are receipts for parts needed. We also have pictures of the broken spring and I kept the tire and the spring assembly that was replaced.

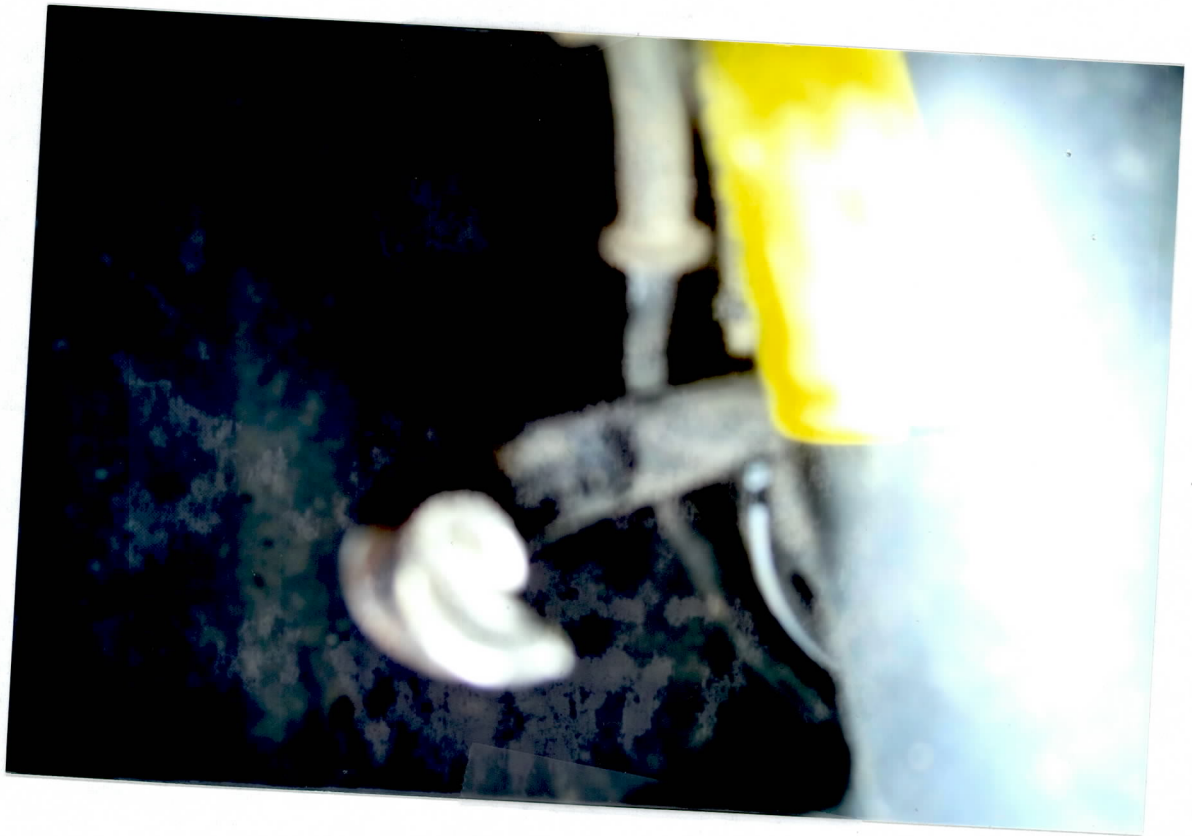
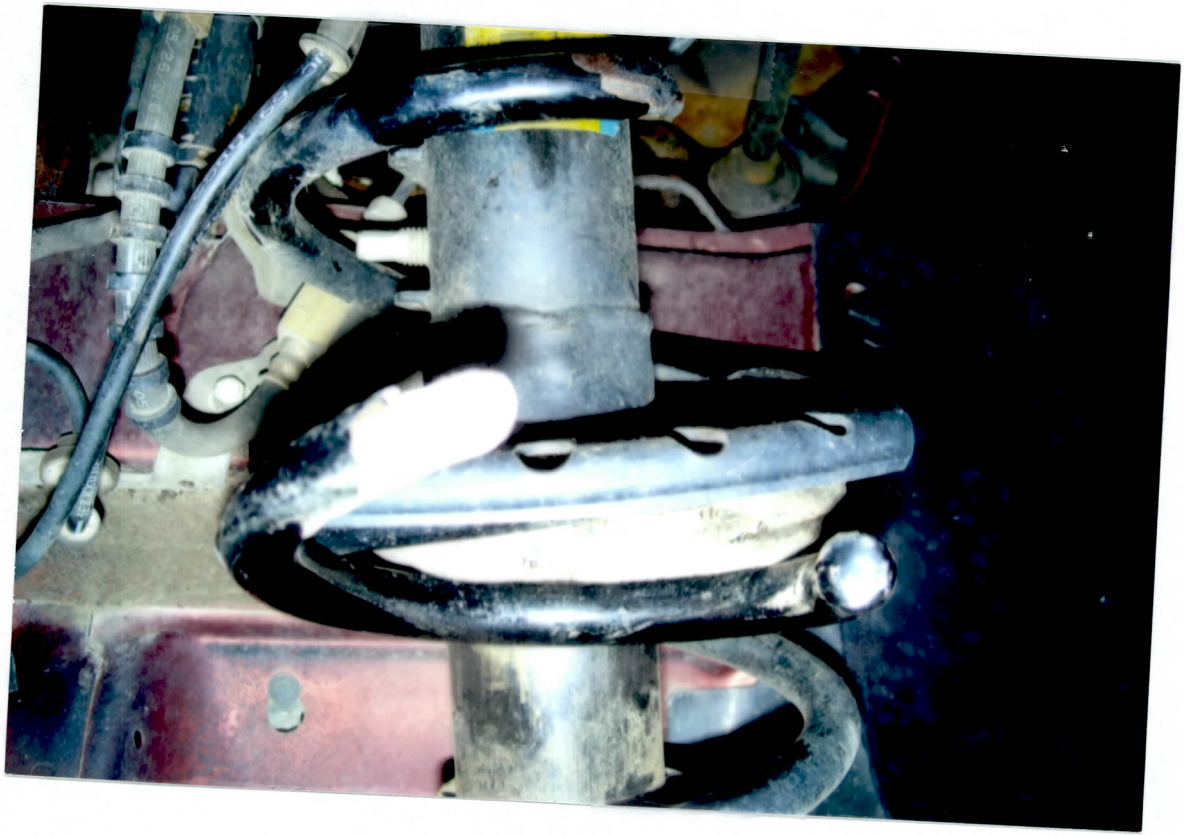
Very truly Yours,

Ron Reichard, 1LNHM97V9 [REDACTED]

Contract [REDACTED]







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