



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

18-AUG-2008

Repository ☐

Reference No.
10238715

OWNER INFORMATION (Type or Print)

Name

Address

City

EBENSBURG

State PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/08/2008 ☒ YES ☐ NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LNHM97V1Y

Make
LINCOLN
267.56 mi.

Model
CONTINENTAL

Model Year
2000

Date Purchased

02/09/02

Dealer's Name and Telephone Number

TEAM MOTORS 814-266-8611

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

JOHNSTOWN, PA

State

PA

Zip Code

15904

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code
020000 SUSPENSION

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-MAR-2007

Failure Mileage

100,000

Failure Speed

0

25-JULY-2008

113,217

0

SUSPENSION SPRING RIGHT FRONT
SUSPENSION SPRING LEFT FRONT

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

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 2000 LINCOLN CONTINENTAL. WHILE ATTEMPTING TO DRIVE IN REVERSE, THE CONTACT HEARD A LOUD NOISE. HE INSPECTED THE VEHICLE AND NOTICED THAT THE DRIVER'S SIDE SUSPENSION SYSTEM FAILED. THE VEHICLE WAS TOWED AND A TECHNICIAN REPAIRED THE DRIVER'S SIDE STRUT, SPRING, AND TIRE. ONE YEAR LATER, THE FRONT PASSENGER SIDE SUSPENSION SYSTEM FAILED WHILE DRIVING IN REVERSE. THE VEHICLE WAS TOWED TO A DEALER AND THE FRONT PASSENGER SIDE SWAY BAR, SPRING, STRUT, AND TIRE WERE REPAIRED AT THE COST OF OVER \$1,000. THE CONTACT HAS SUPPORTING DOCUMENTATION OF THE VEHICLE'S REPAIR HISTORY. THE FAILURE MILEAGE WAS 97,000 AND CURRENT MILEAGE WAS 113,881. (repairs see invoices)

Passenger side first, drivers side second. Tires destroyed in the process of starting to back out of a parking space.

2nd failure mileage 113,217.

TOTAL OUT OF POCKET BOTH FAILURES \$2457.37 Have piece of 2nd spring

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.

Ebensburg, PA
September 8, 2008

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

Dear Sirs,

In response to your request for corrections and additional information for the Vehicle Owner Questionnaire (VOQ) resulting from conference No. 10238715 of 8/18/08, I have added to the form and I provide the following:

On April 18, 2007, my wife and I stopped at a restaurant partway between Boston, MA and Ebensburg, PA. When we got back into the car, we heard a loud bang in the area of the front of the car. I looked around and didn't see anything noticeably wrong so I got back into the car and started to back out of the parking space when I heard the whoosh of the right front tire going flat. As I looked closely at the tire, I could see that the right front suspension spring was shattered and poking into the sidewall of the tire. We had the car towed to Metric Motors in Holmes, NY where we got it repaired after staying overnight at a hotel. As we left Metric Motors, we heard another sound like air escaping out of a tire and discovered that the left rear air bag suspension had blown. This could be related to the repair process, the towing, or a coincidence. I have no way of knowing that. In any event, we had to stay over another night while the car was being repaired again. I assumed that the suspension spring failure was a fluke so I took no action at that time.

On July 25, 2008, we were in Ocean City, MD. I attempted to back out of a parking space and heard a whoosh of the driver's side tire going flat. I inspected the tire and discovered that the left front suspension spring had broken just like the previous failure. The spring apparently shattered some time earlier while no one was in or near the car. The car was parked under the condo such that the tow truck driver could not gain access to the front of the car. After some discussion, we found that we were able to back the car a few car lengths by installing the doughnut spare. There was just enough clearance from the spring with the small spare installed but not with a full sized tire. The car was then towed to Bridge Auto Repair Inc. The failure happened at the beginning of a weekend so it took five days to get the car repaired. We were able to stay with relatives until the car was repaired.

Due to the fact that both suspension springs failed on the car, there must be more than a few faulty springs out there. I am now concerned that there may have been a full shipment of faulty springs installed in various Lincoln 2000 products. We were fortunate in the fact that our car was just barely in motion when the failures occurred. It would probably be catastrophic if this type of suspension failure would occur at highway speeds. I saved a piece (one coil) of the latest spring failure. The surface of the break looks very grainy.

The failures we experienced resulted in considerable expense and inconvenience which I would like to recover from the Ford Motor Company; but I am also very much concerned about how many other vehicles are driving around with the possibility of a catastrophic failure. Consider losing control of a car with a suspension failure and immediate tire blowout at highway speed on the Chesapeake Bay Bridge in Maryland.

I have attached copies of the repair bills and other expenses as requested. I have not yet attempted to contact Ford. Please let me know when it would be appropriate to do so.

Thank you

Sincerely yours,

METRIC MOTORS (G. IORIZZO, INC.) DBA**668 LUDINGTONVILLE RD****HOLMES, NY 12531****845-878-1000 FAX 845-878-4315****r.s. 7006578****Repair Order #0076473****Date : 4/18/07****Page : 1****Center : 1****Customer :****Address :****City : EBENSBURG, PA 1****Home :****Ext :****Work :****Ext :****Vehicle : 2000 LINC CONTINENTAL****License :****NYSI : N/A****VIN # :****Engine : V8-281 4.6L DOHC****Trans : AUTO****Mileage : 100626****WD : FRONT**

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts	Subtotal
	Quan	Part Number				Price	
SS 003	10	REMOVE AND REPLACE THE R/F STRUT AND SPRING. MOUNT AND BALANCE 1 TIRE ON THE R/F OF THE VEHICLE.			142.50	503.44	645.94
	1.00		TOWING			65.00	
	1.00		R/F STRT&SPRING ASSM			292.95	
	1.00		MICHELIN HARMONY			142.99	
	1.00		NYS TIRE TAX			2.50	
AL 001	10	TWO WHEEL ALIGNMENT TEST DRIVE VEHICLE. SETUP VEHICLE ON COMPUTERIZED ALIGNMENT MACHINE. INSPECT TIRE CONDITION, TIRE AIR PRESSURE, INSPECT ALL TIE ROD ENDS, BALL JOINTS, SWAY BAR LINKS AND BUSHINGS, INSPECT CONTROL ARM BUSHINGS, INSPECT THRUST ROD BUSHINGS, INSPECT IDLER AND PITMAN, INSPECT RIDE HEIGHT. MAKE ALL POSSIBLE ADJUSTMENTS. TEST DRIVE.			79.95		79.95
NO 006	1	THE BEST CUSTOMER SERVICE AROUND! NO CHARGE.			0.00		

OK Bad**Recommendation****OK Bad****Recommendation****OK Bad****Recommendation**

ANY OR ALL WARRANTY WORK TO BE DONE BY METRIC MOTORS. NO REIMBURSEMENT FOR ANY WORK DONE BY OTHER REPAIR SHOPS. 12 MONTH-12,000 MILE WARRANTY (UNLESS OTHERWISE SPECIFIED) (EXCEPT FOR NORMAL WEAR AND FRICTION PARTS).

X _____

BirthDay ___ Mo ___ Day ___

Labor :	\$222.45
Parts :	\$503.44
Sublet :	\$0.00
Other Fees :	\$0.00
0	\$0.00
Subtotal :	\$725.89
Sales Tax :	\$45.94

Paid By : Total : \$771.83

Pay Ref : Paid : \$0.00
Due : \$771.83



Ebensburg, PA US

Membership No.
A/R Number
Group Code
Folio/Invoice No. 252178

Room No. 130
Arrival 04-17-07
Departure 04-18-07

Page No. 1 of 1
Cashier No. 106
User ID

www.ichotelsgroup.com

Date	Description	Charges	Credits
04-17-07	Restaurant Brkfst - Food #130 : CHECK	46.39	
04-17-07	*Room Charge	116.10	
04-17-07	Local Tax 4%	4.64	
04-17-07	State Tax 8.125%	9.58	
04-18-07	Restaurant Brkfst - Food #130 : CHECK	7.47	
04-18-07	MasterCard XXXXXXXXXXXX		184.18
Total		184.18	184.18
Balance		0.00	

Guest Signature: _____

I have received the goods and / or services in the amount shown heron. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or association fails to pay for any part or the full amount of these charges. If a credit card charge, I further agree to perform the obligations set forth in the cardholder's agreement with the issuer.

Holiday Inn Hotel and Conference Center
542 Route 9
Fishkill, New York 12524
Telephone: (845) 896-6281 Fax: (845) 896-5410

METRIC MOTORS (G. IORIZZO, INC.) DBA
668 LUDINGTONVILLE RD
HOLMES, NY 12531
845-878-1000 FAX 845-878-4315
r.s. 7006578

Repair Order #0076555

Date : 4/19/07

Page : 1

Center : 1

Customer :		Vehicle : 2000 LINC CONTINENTAL	
Address :		License :	NYSI : N/A
City : EBENSBURG, PA		VIN # :	
Home :	Ext :	Engine : V8-281 4.6L DOHC	Trans : AUTO
Work :	Ext :	Mileage : 100670	WD : FRONT

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts	Subtotal
	Quan	Part Number				Price	
CS 0		4	REPLACE THE L/R AIRBAG.		134.93	240.99	375.92
	1.00		AIRBAG			240.99	
NO 006		1	THE BEST CUSTOMER SERVICE AROUND! NO CHARGE.		0.00		

OK	Bad	Recommendation	OK	Bad	Recommendation	OK	Bad	Recommendation

ANY OR ALL WARRANTY WORK TO BE DONE BY METRIC MOTORS. NO REIMBURSEMENT FOR ANY WORK DONE BY OTHER REPAIR SHOPS. 12 MONTH-12,000 MILE WARRANTY (UNLESS OTHERWISE SPECIFIED) (EXCEPT FOR NORMAL WEAR AND FRICTION PARTS) .

X _____

BirthDay ____ Mo ____ Day ____

Labor :	\$134.93
Parts :	\$240.99
Sublet :	\$0.00
Other Fees :	\$0.00
0	\$0.00
Subtotal :	\$375.92
Sales Tax :	\$29.60
Paid By :	Total : \$405.52
Pay Ref :	Paid : \$0.00
	Due : \$405.52



Ebensburg, PA
US

Membership No.

A/R Number

Group Code

Folio/Invoice No.

252926

Room No.

100

Page No.

1 of 1

Arrival

04-18-07

Cashier No.

104

Departure

04-19-07

User ID

DDALY

www.ichotelsgroup.com

Date	Description	Charges	Credits
04-18-07	*Room Charge	119.00	
04-18-07	Local Tax 4%	4.76	
04-18-07	State Tax 8.125%	9.82	
04-19-07	Restaurant Brkfst - Food #100 : CHECK	7.47	
04-19-07	MasterCard XXXXXXXXXXXX		141.05
Total		141.05	141.05
Balance		0.00	

Guest Signature: _____

I have received the goods and / or services in the amount shown heron. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or association fails to pay for any part or the full amount of these charges. If a credit card charge, I further agree to perform the obligations set forth in the cardholder's agreement with the issuer.

Holiday Inn Hotel and Conference Center
542 Route 9
Fishkill, New York 12524
Telephone: (845) 896-6281 Fax: (845) 896-5410

BRIDGE AUTO REPAIR, INC.
FOREIGN & DOMESTIC REPAIR
5 PHILADELPHIA AVE.
Mail to: P.O. BOX 5287
OCEAN CITY, MD 21843

Invoice

Phone #	Date	Invoice #
	7/30/2008	20844

Bill To

ODOMETER	VEHICLE
113,217	00 LINCOLN CONTINTAL 4.6L

Item	Quantity	Description	Rate	Amount
PART	1	LEFT SIDE STRUT AND SPRING	374.22	374.22T
PART	1	LEFT SIDE SWAY BAR LINK	61.80	61.80T
TIRE	1	MICHELIN HARMONY	135.48	135.48T
LABOR	3	CHECKED VEHICLE OVER AND FOUND LEFT FRONT SPRING BROKE AND STRUT BROKE, ALSO BROKEN SWAY BAR LINK. NEED TO START WITH STRUT, SPRING, LINK AND TIRE AND CHECK FOR OTHER DAMAGE. REPLACED STRUT, SPRING AND SWAY BAR LINK AND REPLACED FRONT LEFT TIRE. FOUND OK AT THIS TIME.	80.00	240.00
LABOR	0.1875	MOUNT AND BALANCE TIRE	80.00	15.00
LABOR	0.05	DISPOSAL FEE	80.00	4.00

THANK YOU FOR YOUR BUISNESS. MARYLAND STATE INSPECTIONS MUST RETURN WITHIN 30 DAYS OR 1,000 MILES, AND A PRORATED INSP. FEE MAY BE CHARGED.

Thank you for your business.

Subtotal	\$830.50
Sales Tax (6.0%)	\$34.29
Total	\$864.79

WHITE KNIGHT TOWING

P.O. Box 426 • 13427 Catheil
Berlin, MD 21811
(410) 641-1419
Remit Bill To P.O. Box 426



TOWING REPORT

Name		Date 7-25-08	
Address		State	Zip
Home Phone 410 289-3052	Insurance Company		Insurance Phone
Business Phone	Year 00	Make Lincoln	Model Continental Color Blue
1 Mileage		VIN 1UWHM97K1Y2	
CALL NO.	TOWED FROM 84th ST		
CALL TIME	TOWED TO Bridge Street		
TYPE OF CALL			
SERVICE TIME			
EXTRA MAN			
MILEAGE FINISH			
MILEAGE START			
MILEAGE TOTAL			
REMARKS		☐ START ☐ WRECK ☐ BATTERY ☒ TOW ☐ FLAT TIRE ☐ CARRIER ☐ GAS ☐ FLAT BED ☐ LOCKOUT ☐ INSURED	
#			
CHARGE		MILEAGE CHARGE TOWING CHARGE 90 ROAD SERVICE CHARGE STORAGE CHARGE	
MECHANIC'S SIGNATURE X [Signature]			
AUTHORIZED SIGNATURE X [Signature]		SUB TOTAL TAX 90 TOTAL	

0021961