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Form Approved: O.M.B. No. 2127-0068

US Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECT
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov

FOR AGENCY USE ONLY

RECEIVED QC'd Copied
Date Received
00 SEP -1 AM 10: 27
OFFICE OF DEFECTS INVESTIGATION
Old_pr
rt_dt
old_rt
up_tr
Reference No.
554273

OWNER INFORMATION (Type or Print) LEASED

[redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☑ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Sign [redacted] Date 8/24/00

PRODUCT INFORMATION

Vehicle Ident. No. (VIN) (17 Digits) (Located at bottom of windshield on drivers side)	Make	Model	Year
1LNHM97V5YY866007	LINCOLN	CONTINENTAL	2000

Purchased Date LEASED 5/12/00 ☑ New ☐ Used
Dealer's Name PORT MOTORS
Dealer's City ROSLYN State NY Zip Code 11576
Engine Size (CID/CC/L) No Cylinders 8 ☐ Turbo ☐ Diesel ☑ Gas ☐ Fuel Injection
Manufacture Date (on driver's door or pillar) 2/00
Transmission Type ☐ Manual ☑ Automatic
Restraint System ☑ Air Bag ☑ Seat Belt ☐ Child Seat ☐ Motorbelt ☐ 2-Point Belt
Drivetrain ☐ 4-Wheel

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)
Location ☐ Left ☐ Right ☐ Front ☐ Rear
Failed Part(s) ☐ Original ☐ Replacement

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Also. DOT B93V 704X D1400

Tire Brand MICHELIN
Tire Name "ENERGY" All ONMC→ "GREEN X" / "XSE" MXV4
Complete Tire Size 225/60 R 16 (97H)
No. of Failures 1
Date(s) of Failure(s) AUG 7, 2000
Mileage at Failure(s) 1675
Vehicle Speed at Failure(s) 55 MPH
Failed Part(s) MAY BE Available? AT DEALER I DON'T HAVE ☐ Yes ☐ No
NHTSA Previously Contacted? CALLED ☑ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash	Fire	Number Persons Injured	Number of Fatalities	Reported to Manufacturer
☐ Yes ☑ No	☐ Yes ☑ No	0	0	RETURNED TO DEALER ☐ Yes ☐ No

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

I WAS DRIVING ON THE LONG ISLAND EXPRESSWAY WHEN I HEARD A NOISE THAT SOUNDED LIKE A CHANGE IN THE ROAD SURFACE. THERE WAS NO CHANGE IN THE HANDLING OR STEERING. THEN THERE WAS A "THUNK" AND THE CAR SEEMED TO "FALL". I SAW IN MY REARVIEW MIRROR THE ENTIRE TREAD SECTION ROLLING ACROSS THE HIGHWAY. I WAS ABLE TO GET TO THE SHOULDER. A TOW TRUCK CAME + CHANGED TIRE.

* Ronnie Anne Getz - Driver

Continue on back.

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 maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.*

[redacted]

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COPY

August 21, 2000

Mr. Michael Jordan
President, Lincoln Division
Ford Motor Company
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

Ref: Defective tire

Dear Mr. Jordan,

This letter will serve as notice of an incident relating to a defective Michelin tire.
On August 7, 2000 at about 12:45 PM I was traveling on the Long Island Expressway (New York) eastbound when I heard a slight noise that sounded like a change in the road surface. There was no change in the steering wheel. Within a couple of minutes there was a "thunk" and in the rear view mirror I saw that the entire tread section of my right rear tire had peeled off and was flying down the road. I was able to get to the shoulder without further mishap. A Best Way tow truck was dispatched and my "donut" was put on.

Port Motors, my Lincoln dealership, refused to accept responsibility for the defective tire and I was charged the full amount for a replacement tire even though the car was leased in May 2000 and had only 1678 miles when this happened.

My company has continuously leased 2 Lincolns for more than 20 years and I feel that this was very inappropriate treatment for our loyalty.

This incident is serious and should be recognized and reported accordingly. I don't know that a record of this incident has been filed, therefore I am sending a copy of this letter as well as an official report to the National Highway Traffic Safety Administration.

Had this incident occurred on a front tire, my 2 passengers and I might not be here to write this letter. As a result of this incident, I have no confidence that this might not happen with my remaining tires.

Please acknowledge this letter with a prompt response.

Yours truly,

[redacted]

cc:Port Motors

[redacted]