



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

POSTED
RECEIVED

OCT -4 PM 2:00

Off. or _____
ad. in _____
up. in _____

Reference No.

555366

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

OFFICE
DEFECTS INVESTIGATION

Daytime Telephone Number

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.

Signature of Owner

Date 9/27/00

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 5LMRU27L0XJ2...		Make Lincoln		Model Navigator		Year 1999	
Purchased Date 12-98		Dealer's Name Stadium Lincoln Mercury				Engine Size (CID/CC/L) ?	
☒ New ☐ Used		Dealer's City Tampa		State FL		Zip Code	
Manufacture Date (on driver's door or pillar) 11-98		Transmission Type ☐ Manual ☒ Automatic		Restraint System ☐ Driverside Air Bag ☐ Motorbelt ☐ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt		Cruise Control ☒ Yes ☐ No	
				Drivetrain ☐ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☒ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	
						Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) ① Continental ContiTrac ② "AS" TIRES		Location ① Left ☒ Right ☒ ① Front ☒ Rear ☒		Failed Part(s) ☒ Original ☐ Replacement		Handicap Adaptive Equip ☐ Yes ☒ No	
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand Continental		Tire Name ContiTrac AS		Complete Tire Size P18	
No. of Failures 2	Date(s) of Failure(s) ① 10/99 ② 8/00			Failed Part(s) Available? ☒ Yes ☐ No	
Mileage at Failure(s) ① approx 32,000 ② approx 37,000			NHTSA Previously Contacted? ☐ Yes ☒ No		
Vehicle Speed at Failure(s) ① 55 ② car was not moving					

APPLICABLE INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 2	Number of Fatalities 2	Reported to Manufacturer ☐ Yes ☒ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

① I was driving in the left lane going approx 55 mph. My car started making a thumping noise. I realized a tire was going flat. Before I could get to the right hand shoulder the tire blew out. Due to the very light traffic I was able to get to the side of the road.

② I took my car in for regular maintenance. The service manager told me I needed all new tires - they were wearing out. He had me look at the left rear tire and you could see where the tread was separating. Since Continental Tires had not said Continue on back.

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

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

anything about tire problems my husband & I figured these 2 incidents
WERE flukes. Now that there seems to be trouble we felt these
incidents should be reported. I took my Navigator to the dealer &
I was told the original set of tires & the 4 new ones I purchased
WERE not involved in the recall by Continental. I only hope they
ARE right!! Anyway - we still ~~but~~ ~~but~~ feel the NHTSA should
be made aware of this. Thanks,

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 NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
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IN THE
UNITED STATES

Complete and return or place in your car manual for future use


**VEHICLE
OWNER'S**

QUESTIONNAIRE

(V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

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