



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

Date Received: **JAN 22 11 5: 49**

Reference No. **559132**

OFFICE
DEFECTS INVESTIGATION

OWNER INFORMATION (Type or Print)

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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 1/15/2001

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side) ILNLM97V3VY712692 Make LINCOLN Model CONTINENTAL Year 1997

Purchased Date 11-7-2000 Dealer's Name TOM SPARKS BUICK Engine Size (CID/CC/L) 8 Turbo Diesel Gas Fuel Injection

New Used Dealer's City DEKALB State IL Zip Code 60115 No. Cylinders 8

Manufacture Date (on driver's door or pillar) 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) SHOCK TOWERS Location Left Right Front Rear Failed Part(s) Original Replacement Handicap Adaptive Equip Yes No

REAR

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand _____ Tire Name _____ Complete Tire Size _____

No. of Failures _____ Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____ Failed Part(s) Available? Yes No NHTSA Previously Contacted? Yes No

APPLICABLE INCIDENT INFORMATION

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

Crash NONE Fire Yes No Number of Persons Injured NONE Number of Fatalities _____ Reported to Manufacturer Yes No

Narrative Description of incident(s), failure(s), crash(es), and injury(ies).

DEALER REPAIRED RIGHT AND LEFT AIR SHOCKS REAR TO REMEDY A NOISE LIKE A BASKETBALL BOUNCING UP AND DOWN IN REAR OF CAR. THERE WERE TEST FINDINGS WERE NOISE COMING FROM SHOCK TOWERS IN REAR OF CAR MY CONCERN IS COULD SOMETHING BREAK AND CAUSE A CRASH? THE DEALER SAYS THIS PROBLEM IS NORMAL

Continues on back.

The Privacy Act of 1974 - Public Law 93-579 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 administrative 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