



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

23-JUN-2001

Ord. or
rt. dt
pd. rt
up. ltr

Reference No.

747282

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LNHM97V0YY807253	LINCOLN	CONTINENTAL	2000	

Purchase Date 01-JAN-2001	Dealer's Name _____	Engine Size (CID/CC/L) <u>V8</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
			Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10200000 11600000	Part Name(s) VISUAL SYSTEMS:MIRRORS AIR CONDITIONER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failure 6	Date(s) of Failure(s) _____ Mileage at Failure(s) _____	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE ENTIRE COMPUTER SYSTEM WHICH CONTROLS THE WARNING INDICATOR LIGHTS HAS BEEN IN FOR REPAIR SIX TIMES AND IS STILL NOT FIXED. WE GET RESCUE SYSTEM FAILURE, SERVICE ENGINE SOON, LOW WASHER FLUID AND A VARIETY OF OTHER SAFETY WARNINGS. WE CANNOT DRIVE THE CAR AND BE CERTAIN WE ARE NOT IN JEOPARDY. THE DEALERSHIP HAS TOLD US THEY CURRENTLY HAVE MULTIPLE LINCOLN'S IN FOR THIS PROBLEM AND THE HOME OFFICE HAS ADVISED THEM THAT THEY DO NOT KNOW WHAT IS CAUSING THIS, BUT THAT THEY SUSPECT FLORIDA'S "HEAT AND HUMIDITY". I CAN UNDERSTAND THAT BUT, WITH VEHICLE SAFETY WARNINGS FALSE OR INOPERABLE THE CAR IS SIMPLY NOT SAFE. WE ARE ATTEMPTING TO NEGOTIATE OUT OF THE CAR UNDER FLORIDA'S LEMON LAW BUT LINCOLN IS NOT WILLING TO ADDRESS OR FIX THIS PROBLEM. *AK

CONTINUE ON REVERSE

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.