



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 §20

Date Received

30-JAN-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8003184

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) (Locate at bottom of windshield or driver's side door)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LNFM97V9WY739359		LINCOLN	CONTINENTAL	1998	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____
		☐ Motorbelt ☐ 2-Point Bel		☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style
					☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 07-DEC-1999	Failed Part(s)	NHTSA Previously
	Mileage at Failure(s) 17000	☐ Yes ☐ No	☐ Yes ☐ No
	Vehicle Speed at Failure(s)		

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 C	Number of Fatalities 0	Estimated Property Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT 17,000 MILES ENGINE OVERHEATED AND FAILED TO CONTINUE OPERATING. DEALERSHIP EXAMINED VEHICLE AND MADE THE NECESSARY REPAIRS TO REMEDY PROBLEM. THEN ,ON 26-SEP-2001, ENGINE WAS LEAKING OIL, AND RIGHT VALVE COVER GASKET HAD TO BE REPLACED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / DOCUMENTATION.*AK

COPIES OF THIS FORM ARE:

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.



U.S. Department
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National Highway
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NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

Vehicle Owner's Questionnaire (VOQ)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 920

Reference No.
8003184

OD or
R, dt
od, n
up, tr

30 JAN 2002
DEFECTS INVESTIGATION
DATE RECEIVED

736562

OWNER INFO: VEHICLE (Type or Part)

Vehicle Number
736562

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

YES ☒ NO ☐

Date 1/22/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) 1LNFM97V9WY739359
Vehicle Make LINCOLN
Vehicle Model CONTINENTAL
Vehicle Year 1998
Current Odometer Reading

Purchase Date 10/21/98
Dealer's Name Louisville Lincoln
City Louisville State FL Zip Code 32752
Engine Size CID/CIL No Cylinders 8
Fuel Injection Turbo Diesel Gas

Transmission: ☒ Automatic ☐ Manual
Rear Lock Brakes ☒ 2-Point Belt ☐ 2-Point Belt
Motor Bell ☒ 2-Point Belt ☐ 2-Point Belt
Passenger Side Airbag ☒ Driver Side Airbag ☐ 2-Point Belt
Front ☒ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other
Sport Utility ☐ Truck ☐ Motorcycle
Body Style ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Truck

Part Name's ENGINE WATER PUMP
ENGINE: GAS: TS: VALVE COVER
LOD
No of Failures 5
Date(s) of Failure(s) 07-DEC-1999
Mileage at Failure(s) 17000
Vehicle Speed at Failure(s)
Application Incident Information
Please describe in detail the incident(s), failure(s), crash(es), and injury(s) on the back of this form

Number of Persons Injured 0
Number of Fatalities 0
Crash ☒ Yes ☐ No
Fire ☒ Yes ☐ No
Damage: ☒ Properly Damage Reported to Police
Other: ☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AT 17,000 MILES ENGINE OVERHEATED AND FAILED TO CONTINUE OPERATING. DEALERSHIP EXAMINED VEHICLE AND MADE THE NECESSARY REPAIRS TO REMEDY PROBLEM. THEN, ON SEP-2001, ENGINE WAS LEAKING OIL, AND RIGHT VALVE COVER GASKET HAD TO BE REPLACED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / DOCUMENTATION. AK
6/7/00 "LOW COOLANT" LIGHT CAME ON WHEN ENGINE WAS STARTED
USED WATER PUMP
11/3/02 - LEFT BOOK ASK LIGHT ON DASH WOULD NOT GO OUT, BOOKS
COULD NOT BE LOCKED DURING DRIVING

Form Approved OMB No. 2127-0076
The Privacy Act of 1974 (Public Law 93-57) This information is requested pursuant to authority vested in a Federal Agency for the collection, use, and dissemination of information. 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.

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

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