



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 1362

Date Received

18-MAR-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8005813

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) 1LNHM97V12Y632132	Vehicle Make LINCOLN	Vehicle Model CONTINENTAL	Vehicle Year 2000	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
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 10110000 11600000	Part Name(s) VISUAL SYSTEMS:GLASS:WINDSHIELD AIR CONDITIONER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed 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)

WHILE DRIVING 70 MPH AND WITHOUT WARNING WINDSHIELD BECAME EXTREMELY FOGGY, DRIVER WAS UNABLE TO SEE THE ROAD. MECHANIC STATED THERE WAS A MALFUNCTION WITH AIR CONDITIONING SYSTEM. *AK

CONTINUED 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.

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1362

Date Received

07 JUL 10 18 MAR 2002

Od. or

rt_dt

od_r1

up_ltr

Reference No.

8005813

OWNER INFORMATION (Type or Print)

DEFECTS

OFFICE
INVESTIGATION

Work Number

Home Number

TAMPA

FL

743886

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

☒ YES☐ NO

In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.

Signature of Owner

Date 4/10/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of
windshield on driver's side)

1LNHM97V12Y632132

Vehicle Make

LINCOLN

Vehicle Model

CONTINENTAL

Vehicle Year

2002
2000

Current Odometer Reading

3806

Purchase Date

2/20/02

Dealer's Name

NORTHGATE LINCOLN MERCURY

Engine Siz
(CID/CC/L)

No Cylinders

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injectio☒ New ☒ Used

City

TAMPA

State

FLA

Zip Code

33612

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☒ Driverside Airbag☒ Passengerside Airbag☐ Motorbelt☐ 2-Point Bel

Cruise Control

☒ Yes☐ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

10110000
11600000

Part Name(s)

VISUAL SYSTEMS:GLASS:WINDSHIELD
AIR CONDITIONER

Location

☐ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No. of Failures

1

Date(s) of Failure(s)

Mileage at Failure(s)

706

Vehicle Speed at Failure(s)

75 MPH

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

0

Number of Fatalities

0

Estimated Property Damage

0

Reported to Police

☐ Yes☒ No

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

WHILE DRIVING 70 MPH AND WITHOUT WARNING WINDSHIELD BECAME EXTREMELY FOGGY, DRIVER WAS UNABLE TO SEE THE ROAD. MECHANIC STATED THERE WAS A MALFUNCTION WITH AIR CONDITIONING SYSTEM. *AK

CONTINUE ON BACK IF NEEDED

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

DRIVING NORTH ON I-95 AT 75 MPH IN THE STATE OF GEORGIA - WITHIN 3 SECONDS
THE FRONT WINDSHIELD OF OUR NEW 2002 LINCOLN CONTINENTAL FOGGED UP
COMPLETELY OBSCURING OUR VISIBILITY TO 0' ZERO IN FRONT OF US.
I FRANTICALLY SCREAMED TO MY WIFE TO PUT ON DEFROSTER TO MAXIMUM
AS I PUT ON MY LEFT HAND SIGNAL (TO WARN TRAFFIC) AND OPENED THE DRIVER'S
SIDE WINDOW TO SEE. I SLOWED DOWN, USING THE TRACTOR TRAILER IN THE
LEFT LANE, WHICH WAS BLOWING ITS HORN AND PASSING ME. ALL THE TRAFFIC PASSED
US AS WE SLOWED TO 20 MPH. AT THIS TIME THE FRONT DEFROSTER WAS CLEARLY THE
WINDSHIELD. WE TRIED TO USE THE A/C UNIT AFTER THIS INCIDENT BUT IT DID
NOT WORK. WE TOOK THE CAR TO A FORD DEALERSHIP IN NEW YORK. I AM
CONTACTING YOU BECAUSE THIS WAS A LIFE THREATENING INCIDENT.
THE ESCAPING FREON FROM BURNED OUT SWITCH CAUSED WINDSHIELD TO FOG UP.
ENCLOSED IS A COPY OF SERVICE DONE TO CAR TO REPAIR

ATTACH ADDITIONAL SHEETS IF NECESSARY

THE A/C UNIT

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**



DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

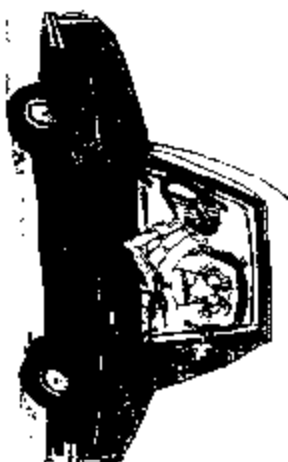
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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**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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