



U.S. Department
of Transportation
National 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 335

Date Received

14-NOV-2002

OFFICE
SAFETY INVESTIGATION
 Od_or
rt_dt
od_rt
up_itr

Reference No.

8022781

OWNER INFORMATION (Type or Print)

COLUMBIA

SC

Work Number

Home Number

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 12/17/02

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of
dash, behind the driver's side door)1LNHM9TXVY83
PLEASE PROVIDE

Vehicle Make

LINCOLN

Vehicle Model

CONTINENTAL

Vehicle Year

2000

Current Odometer Reading

97,323

Purchase Date

Dealer's Name

Steven Line/Mech

Engine Size
(CID/CC/L)

No Cylinders 8

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

City Col

State SC

Zip Code 29210

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☐ Van☐ Minivan☐ Other

Sport Utl

☐ Truck☐ Motorcycle

Body Style

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
12111300

Part Name(s)

INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT

Location

☒ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

5

Date(s) of Failure(s)

01-APR-2000

Mileage at Failure(s)

10,955, 25,500, 27,265, 29,162

Vehicle Speed at Failure(s)

31 mph, 51 mph

Failed Part(s)
Available?☒ Yes ☐ NoNHTSA
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

Reported to Police

☐ Yes☒ No

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

CONSUMERS AIRBAG LIGHT ILLUMINATED, TOOK TO DEALER AND DEALER STATED THAT AIRBAG MAY NOT DEPLOY IN AN ACCIDENT OR MAY DEPLOY ON THEIR OWN. LIGHT HAS ILLUMINATED FIVE TIMES IN THE LAST TWO YEARS. PLEASE PROVIDE ANY FURTHER INFORMATION.

CONTINUE ON BACK IF NEEDED

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.

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

See Enclosure

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**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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Administration
<http://www.nhtsa.dot.gov/hotline>

December 10, 2002

[REDACTED]
Columbia, S.C. [REDACTED]

I purchased a new 2000 Lincoln Continental on December 23, 1999. I have listed below the dates I had my vehicle at Stivers Lincoln Mercury, Columbia, SC for "Air Bag Light Problems":

1. 5/8/2000
2. 10/13/2000
3. 11/18/2000
4. 12/12/2000
5. 1/4/2001

These are all under warranty dates. Each time, this dealership informed me they fixed the problem. My mileage on 1/4/2001 was 31,310 miles. I am a real estate agent and average approximately 35,000 miles a year. Since my vehicle spent so much time from 5-8-2000 until 1-4-2001 in the shop with the air bag problem, I had 4,000 miles less than I usually average in a given year. When I returned the auto to Stivers in September of 2001, they informed me the vehicle was "out of warranty" and I would have to pay for repairs. Stivers was never competent in completing the repairs properly under warranty; but now that the vehicle was out of warranty, they can "fix" it. This makes no sense to me! With the mileage I put on a vehicle, I would have run out of warranty by July or August of 2001. I informed Stivers Lincoln Mercury that I would not pay for repairs on a system that did not function properly from May of 2000 and ongoing. I requested they report the problem to Ford. I doubt they ever did!

I was informed by both Stivers Lincoln Mercury and a Ford Customer Service Representative that with the air bag light on, the system will fail in an accident and that they could not assure me that the air bag would not deploy at any given time. Ford's contention is that there was excessive abuse and "wear & tear" on this vehicle. This is a personal vehicle, used personally and in my work to take clients out to various homes for sale! It is not used to tow any trailers, boats or any type of commercial equipment. There is no tow bar on this car. The only "wear & tear" here is in the type of work I do.

My point is that Ford is guilty in failing to repair or replace a faulty air bag system they used in this vehicle. This is a safety problem! Whether there is zero miles or 100,000 miles, what does mileage have to do with a non-used system? Is there mileage on an "air bag system"?

I am aware that the National Highway Traffic Safety Administration has upgraded its investigative action #EA01-012, Lincoln Continental 1999 and 2000 for inadvertent side deployment. It appears Ford knows there is a problem and is negligent in responding! They are trying to use "warranty" and excessive abuse" as reasons not to acknowledge and repair this problem that is a matter of record since five months after the purchase. I just want my car's air bag system to work properly, which is what I paid for in a new vehicle.

[REDACTED]

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
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).