

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

436

Date Received

16-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

867907

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.) (located at front of vehicle left of driver's seat)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
NOT AVAILABLE	LINCOLN	CONTINENTAL	2000	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	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 08600000 12111000	Part Name(s) TRACTION CONTROL SYSTEM INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 19-JUL-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? 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 Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

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

CONSUMER WAS TRAVELING 70MPH & AUTOMATIC TRACTION KICKED IN. VEHICLE STARTED SLIDING ACROSS THE ROAD & HIT A TREE. AIRBAGS DIDN'T DEPLOY. MANUFACTURER STATED TO THE DEALER & CONSUMER GET A LAWYER. *AK

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration www.nhtsa.dot.gov/hotline 1-888-DASH-2-DOT 1-888-327-4236		Vehicle Owner's Questionnaire (VOQ) DOT Auto Safety Hotline	
OWNER INFORMATION (Type or Print) 627090		Home Number Work Number	
Date Received 00 SEP -7 PM 2:15 16-AUG-2000 EFFECTS INVESTIGATION Reference No. 867907		Date 8/28/00	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO

Signature of Owner _____

Vehicle Identification No. (VIN) 1LNHM97V040499518	Vehicle Make LINCOLN	Vehicle Model CONTINENTAL	Vehicle Year 2000	Current Odometer Reading 460 mi.
--	----------------------	---------------------------	-------------------	----------------------------------

Purchase Date	Dealer's Name BANTSTAN Lincoln Mercury	City Dallas	State TX	Zip Code 75380
☐ New ☒ Used	Engine Size 4.6L V8	Engine Type Gas	Fuel Injection ☒ Fuel Injection ☐ Gas ☐ Diesel ☐ Turbo	

Transmission Type Automatic ☒ Manual ☐	Antilock Brakes ☒ No ☐	Restraint System 3-Point Belt ☒ 2-Point Belt ☐ Motorbelt ☐	Cruise Control ☒ No ☐ Yes ☐	Vehicle Type Car ☒ Van ☐ Minivan ☐ Other ☐	Body Style 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other ☐
---	---	--	---	---	---

FAILED COMPONENT(S)/PART(S) INFORMATION Part Name(s) TRACTION CONTROL SYSTEM Component 08600000 12111000 Interior Systems: Passenger Restraints, Air Bag, Frontal Side Air Bag, Driver's Side		Location Left ☒ Right ☐ Front ☐ Rear ☐ Failed Part(s) Original ☒ Replacement ☐	Date(s) of Failure(s) 19-JUL-2000 Mileage at Failure(s) 20 mph Vehicle Speed at Failure(s) 20 mph
---	--	---	---

APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)		No of Failures Failed Part(s) Available? ☒ Yes ☐ No Contacted? ☐ Yes ☐ No NHTSA Previously Contacted? ☐ Yes ☐ No
---	--	--

Crash ☒ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities None	Estimated Property Damage 28,000	Reported to Police ☒ Yes ☐ No
---	--	-----------------------------	---------------------------	----------------------------------	--

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

CONSUMER WAS TRAVELING 70MPH & AUTOMATIC TRACTION KICKED IN. VEHICLE STARTED SLIDING ACROSS THE ROAD & HIT A TREE. AIRBAGS DIDNT DEPLOY. MANUFACTURER STATED TO THE DEALER & CONSUMER GET A LAWYER. AK

THE PRIVACY ACT OF 1974-PUBLIC LAW 93-579 This information is requested pursuant to authority vested in the Federal 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.

CONTINUE ON BACK IF NEEDED

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

The vehicle hit at the center post of the Automobile. The Side Airbag did not activate. The Driver front Airbag did not activate. The Traction system turned the vehicle sideways into a slide. When I talked to Ford motor Co. customer service about vehicle they stated to get a lawyer they were interest in my problems with their vehicle. They leased me a defective vehicle.

★ U.S.G.P.D. 1992 - 625-6077/80095

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
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590