

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 294

Date Received

05-SEP-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

869486

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 windshield or drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LNFM97V6WY690508	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 ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01310000	Part Name(s) STEERING:POWER ASSIST:PUMP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 27-AUG-2000 Mileage at Failure(s) 27 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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

INTERMITTENTLY POWER STEERING PUMP GOES OUT UNEXPECTEDLY WHEN MAKING A TURN.*AK

CONTINUED ON BACK (SEE)

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 284 Date Received 00 SEP 28 PM 1:06 05 SEP 2000 DEFECTS INVESTIGATION Reference No. 869486 Work Number [REDACTED] Home Number SAME	
OWNER INFORMATION (Type or Print) [REDACTED] 633312		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of [REDACTED] your name and address to the vehicle manufacturer. Signature of Owner [REDACTED] Date 9/19/00	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located on bottom of windshield on driver's side) 1LNFM8TV6WY690503	Vehicle Make LINCOLN	Vehicle Model CONTINENTAL	Vehicle Year 1998
Purchase Date APR 98 ☒ New ☐ Used	Dealer's Name NORSE FAMILY City CHILLICOTHE State OH Zip Code [REDACTED]	Engine Size (CID/CC/L) No Cylinders 6	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injector
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No
Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other	Sport Utility Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up ☐ Truck
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 01310000	Part Name(s) STEERING:POWER ASSIST:PUMP	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures MANY	Date(s) of Failure(s) 27-AUG-2000 Mileage at Failure(s) 27 Vehicle Speed at Failure(s) [REDACTED]	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 [REDACTED]	Number of Fatalities [REDACTED]
Estimated Property Damage [REDACTED]		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
INTERMITTENTLY POWER STEERING PUMP GOES OUT UNEXPECTEDLY WHEN MAKING A TURN. *AK WE HAD TO DRIVE THE CAR FOR THE THREE MONTHS IT TOOK TO GET IT REPAIRED, ONE REPLACEMENT PUMP. FAILED BEFORE WE LEFT THE DEALERSHIP I FEEL A REPLACEMENT CAR SHOULD BE PROVIDED IF THESE CARS CANNOT BE REPAIRED WITH OUT DELAY.			
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 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.			

IT IS A SHOCK WHEN IT FAILS MAKING A TURN AND
 A GOOD CAR IN A GOOD STATE REPAIRING AND REPAIRING IS QUESTIONABLE.

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.*

DOT

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)

IT IS A SHOCK WHEN THE PUMP FAILS WHEN EXECUTING
A TURN.

IN A SITUATION WHERE RAPID CHANGES IN DIRECTION
IS REQUIRED TO AVOID A COLLISION A NON-OPERATING
PUMP WOULD MAKE IT MORE DIFFICULT.

THIS PUMP FAILED EVERY TIME THE CAR WAS
OPERATED, AT ANY TIME WITHOUT WARNING.
IF IT WERE TO FAIL WHILE MANUEVERING TO
AVOID A COLLISION IT WOULD MAKE A BAD
SITUATION EVEN WORSE.

I UNDERSTAND THIS IS A WIDESPREAD PROBLEM WITH THE
1998 CONTINENTAL AND I ASSUME MANY MUST WAIT FOR
DELIVERY OF A NEW TYPE OF PUMP. WE WERE FORTUNATE
THAT WE DID NOT DRIVE MUCH.

☆ U.S. G.P.O. 1992 - 625-607 / 62396

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20580

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
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Washington, DC 20590

