



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 137

Date Received

15-DEC-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

876573

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 on drivers side) 1LNFM97V1WY651289	Vehicle Make LINCOLN	Vehicle Model CONTINENTAL	Vehicle Year 1998	Current Odometer Reading
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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 02100000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) _____ Mileage at Failure(s) 22000 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ABOUT 35 MPH, GETTING OFF HIGHWAY, AND THEN TRYING TO SLOW DOWN, A PART ON FRONT SUSPENSION FELL DOWN HARD ON GROUND. VEHICLE HAD TO BE TOWED AWAY, AND DEALER COULD NOT TELL WHAT CAUSED PROBLEM. *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 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 197 Date Received: <u>15-DEC-2000</u> Office: <u>OFFICE OF SAFETY INVESTIGATION</u> Reference No.: <u>876573</u> Work Number: _____ Home Number: _____	
OWNER INFORMATION (Type or Print) 661298			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of agreement, your name and address to the vehicle manufacturer. Signature of Owner: _____ Date: <u>1/9/01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 1LNFM97V1WY651289		Vehicle Make LINCOLN	Vehicle Model CONTINENTAL
		Vehicle Year 1998	Current Odometer Reading _____
Purchase Date <u>May 1998</u> ☐ New ☒ Used	Dealer's Name: <u>Wilson-Powell Lincoln/Mercury</u> City: _____ State: <u>MD</u> 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 Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Ute ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02100000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location ☐ Left ☒ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) <u>27-OCT-2000</u> Mileage at Failure(s) <u>22000</u> Vehicle Speed at Failure(s) <u>25/35 mph PPS</u>	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 0	Number of Fatalities 0
		Estimated Property Damage _____	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING ABOUT 35 MPH, GETTING OFF HIGHWAY, AND THEN TRYING TO SLOW DOWN, A PART ON FRONT SUSPENSION FELL DOWN HARD ON GROUND. VEHICLE HAD TO BE TOWED AWAY, AND DEALER COULD NOT TELL WHAT CAUSED PROBLEM. *AK			

CONTINUE ON BACK IF NEEDED

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FRIDAY, OCTOBER 27, 2000

On Friday, October 27, 2000 between 3:15pm and 3:30 pm, I was proceeding east on the Southeast/Southwest freeway. I began my left turn on to the public access road at 17th and Barney Circle S.E. There was light traffic and my speed was about 25 to 30 mph during the turn. At the completion of the turn, I felt a thump on the right front passenger side. The thump was so hard that the eyeglass case, ash tray and glove compartment opened. The traction control words came on the screen. This caught my attention because I had not seen this particular traction control announcement before. I was able to use my brakes and stop the car.

When I got out of the car, I saw a metal pole that was broken in with both pieces on the ground; the right front tire was no longer on the rim; there was a piece from the car hanging over the tire; there was damage to the right front passenger door in three places (vertical). When the hood was opened, I noticed that the vertical piece in the circular setting located on the right side of the car closest to the passenger door was tilted.

Lieutenant Brian R. McAllister of the Special Investigations Division of the Metropolitan Police Department examined the area. He stated that the marks in the road were consistent with my description of the accident. He found a metal piece in the shape of an arc at the spot that I described the beginning of the car trouble.

I called Ford Motor Company and requested roadside assistance. I also called my insurance company USAA and reported the trouble. I provided a brief statement and was told by USAA that someone would call me to get a recording of a full statement.

The first driver arrived about 5:30 pm with a tow truck. He advised me as a result of the damage, the car could not be towed. I showed him the metal piece. He asked me the year of the car. When I told him, he stated that it was either a defective part or attempted manslaughter.

I called Ford Motor Company, spoke with Cindy and explained that the I needed a flatbed truck. The flatbed truck arrived about 7:15 pm. I also showed him the metal piece. This driver stated that the part was defective. The car was taken to the dealer by flatbed truck since it was not driveable.

I kept the piece that was given to me by Lt. McAllister until I arrived at Wilson Powell Lincoln/Mercury and I turned the piece over to Mr. Paul Ridley.

