

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241	
OWNER INFORMATION (Type or Print) 866207		Date Received 10-JAN-2001	Od_or _____ rt_dt _____ od_rt _____ up_itr _____
		Reference No. 877975	
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 bottom of windshield on driver's side) 1LMLM9742PY680882	Vehicle Mkt LINCOLN	Vehicle Make CONTINENTAL	Vehicle Year 1993
Current Odometer Reading 		Purchase Date ☐ New ☒ Used	
Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Siz (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 ☐ Van ☐ Minivan ☐ Other _____	
Sport Utl ☐ Truck ☐ Motorcycle ☐		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 05150021	Part Name(s) ENGINE: GASKETS: VALVE COVER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures Date(s) of Failure(s) 16-DEC-2000 Mileage at Failure(s) 66000 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 Fatality
Estimated Property Damag 		Reported to Polic ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
HEAD GASKET FAILURE IN A 3.8L V6 ENGINE CAUSES VEHICLE TO RUN ROUGH, WHITE SMOKE FROM TAIL PIPE/COOLANT LEAKAGES, AND OVERHEATING. MANUFACTURER NOTIFIED, AND INFORMED CONSUMER THAT VEHICLE WAS NOT COVERED UNDER RECALL. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *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 TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

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www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

241

Date Received

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15 FEB 15 10 21 AM '01
10 JAN 2001Ord. or
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up. Nr

Reference No.

877875

DEFECTS INVESTIGATION

Work Number

Home Number

OWNER INFORMATION (Type or Print)

666207

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 2/8/01

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LMLM9742PY680682	LINCOLN	CONTINENTAL	1993	067350.1
Purchase Date 8/11/1995	Dealer's Name <u>Stephans Ford</u>		Engine Size (CID/CC/L) <u>3.8L V6</u>	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☐ New ☒ Used	City <u>Madison</u> State <u>CT</u> Zip Code	No Cylinders <u>6</u>		

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 ☐ Van ☐ Minivan ☐ Other	Sport Utility Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE GASKETS VALVE COVER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) <u>15-DEC-2000</u> Mileage at Failure(s) <u>80000</u> 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)

HEAD GASKET FAILURE IN A 3.8L V6 ENGINE CAUSES VEHICLE TO RUN ROUGH, WHITE SMOKE FROM TAIL PIPE/COOLANT LEAKAGES, AND OVERHEATING. MANUFACTURER NOTIFIED, AND INFORMED CONSUMER THAT VEHICLE WAS NOT COVERED UNDER RECALL. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK

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U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

OWNER INFORMATION (Type or Print)

680869

Reference No.

883304

Date Received

16-MAR-2001

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VEHICLE INFORMATION

Vehicle Identification No. (VIN)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
[REDACTED]	SUBARU TRUCK	OUTBACK	1999	

Purchase Date	Dealers Name	City	State	Zip Code	Engine Size	Engine Type	Fuel System
☐ New ☒ Used					Gasoline	Gasoline	Gasoline

Transmission Type	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Automatic ☒ Manual	☐ Airlock Brakes ☒ 3-Point Belt ☐ 2-Point Belt ☐ Motorized	☒ No ☐ Yes	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Ut ☐ Truck ☐ Motorcycle ☒ Stationwagon ☐ Pick Up Truck ☐ Other

Component	Part Name(s)	Location	Failed Part(s)	Failed Part(s)
12262000	INTERIOR SYSTEMS: SEAT AND SHOULDER BELTS AND BELT ANCH	Left ☐ Right ☐ Front ☐ Rear ☐	Left ☐ Right ☐ Front ☐ Rear ☐	Original ☐ Replacement ☐

No of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s)	Available?	Contacted?	NHTSA Previously
	15-SEP-1999	30000			☐ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

MANUFACTURER SHOULD MAKE SEAT BELT EXTENDERS AVAILABLE FOR CONSUMERS WHEN NEEDED. DEALER / MANUFACTURER NOTIFIED, AND UNWILLING TO ASSIST IN THIS MATTER. FEEL FREE TO PROVIDE ANY FURTHER DETAILS IN THIS MATTER. *AK

Extenders are not available in the aftermarket.

See reverse.

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CONTINUE ON BACK IF NEEDED

Fold to show Fastener Address (no stamp needed) Fasten with tape or staples and pin																													
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)																													
TIRE IDENTIFICATION NO.:																													
<table border="1"> <tr> <td colspan="2">SIZE</td> <td colspan="8">MANUFACTURER/TIRE NAME</td> </tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>										SIZE		MANUFACTURER/TIRE NAME																	
SIZE		MANUFACTURER/TIRE NAME																											
* 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)																													