



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

Auto Safety Hotline

# Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue  
or black ink pen only.

CORRECT MARK: ●

## FOR AGENCY USE ONLY

Date Received

10-12-01

Reference No.

Case No. \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Up to \_\_\_\_\_

## OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

## VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) (Located at bottom of windshield on driver's side) 1LMBM97P0HY712352 VEHICLE MAKE LINCOLN VEHICLE MODEL Continental MANUFACTURE DATE 87 MODEL YEAR 1987

## VEHICLE MANUFACTURER

☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other \_\_\_\_\_  
☐ DaimlerChrysler ☐ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW

## PURCHASE DATE

☐ New  
☒ Used

## DEALER'S NAME

## CITY

## STATE

## ZIP CODE

## ENGINE SIZE

(CID/CC/L) 5.0

## NO. CYLINDERS

8

## FUEL SYSTEM

☐ Turbo  
☒ Fuel Injector

## FUEL TYPE

☐ Diesel  
☒ Gas

## TRANSMISSION TYPE

☐ Manual  
☒ Automatic

## ANTILOCK BRAKES

☒ Yes  
☐ No

## RESTRAINT SYSTEM

☐ Driverside Airbag ☒ 2 Point Belt  
☐ Passengerside Airbag ☐ Motorbelt  
☐ 3 Point Belt

## CRUISE CONTROL

☒ Yes  
☐ No

## DRIVETRAIN

☐ Front ☐ 4-Wheel  
☒ Rear

## VEHICLE TYPE

☒ Car ☐ Minivan ☐ Truck ☐ Other \_\_\_\_\_  
☐ Van ☐ Sport Utility ☐ Motorcycle

## DOORS

☐ 2-Door  
☒ 4-Door

## BODY STYLE

☐ Hatchback ☒ Sedan  
☐ Pick Up Truck ☐ Station wagon

## FAILED COMPONENT(S)/PART(S) INFORMATION

## COMPONENT

☐ Child Seat  
☐ Electrical Lights & Warnings  
☐ Engine & Cooling System  
☐ Equipment  
☐ Fuel System/Exhaust  
☐ Heater, Defrost, Ventilation  
☐ Interior  
☐ Parking Brake  
☐ Power Train  
☐ Service Brakes  
☐ Steering  
☐ Structure  
☒ Suspension  
☐ Visual Systems  
☐ Other \_\_\_\_\_

## NO. OF FAILURES

Continental ☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

## INCIDENT DATE

04/01 to Present

## MILEAGE AT INCIDENT

N/A

## VEHICLE SPEED AT INCIDENT

94/96

## FAILED PART(S)

☒ Original  
☐ Replacement

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (Include all number and letters).

## TIRE NAME

## COMPLETE TIRE SIZE

## TIRE BRAND

☐ BF Goodrich  
☐ Cooper  
☐ Firestone  
☐ Goodyear  
☐ Kelly Springfield  
☐ Michelin  
☐ Yokohama  
☐ Other \_\_\_\_\_

## HANDICAPPED ADAPTIVE

☐ Yes ☒ No

## FAILED PART(S) AVAILABLE

☒ Yes ☐ No Woods Conversion Kit

## NHTSA PREVIOUSLY CONTACTED?

☐ Yes ☒ No

## APPLICABLE INCIDENT INFORMATION

Please describe in detail the incident(s), failure(s), crash(es), and injury(es) on the back of this form.

## CRASH

☐ Yes  
☒ No

## FIRE

☐ Yes  
☒ No

## NUMBER OF PERSONS INJURED

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

## NUMBER OF FATALITIES

☒ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

## CAUSE OF INCIDENT

☐ Wear/Corrosion/Rust  
☐ Weak/Poor Fit/Loose  
☐ Cut/Torn  
☐ Disconnect/Fall Off  
☒ Erratic/Poor Performance  
☐ Excessive Effort  
☐ Noisy  
☐ Leaks  
☐ Short  
☐ Locks/Slits/Cracks  
☒ Stability/Vibration  
☐ Broken

## RESULT OF INCIDENT

☐ Explosion/Fire  
☒ Loss of Control  
☐ Poor Visibility  
☐ Inadvertent Start  
☐ Rollover  
☐ Stalls  
☐ Sudden Acceleration

PLEASE DO NOT WRITE IN THIS AREA

04605

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

The car is factory equipped with air-ride and it has malfunctioned and the car is just inches of clearance off the road and bottoms out. Also, the front wheels and tires isn't able to clear the wheel-wells resulting in a full turning radius failure.

There is a comparison kit to figure the suspension from the slide to the springs at a cost of 1300.00 which I feel Ford Motor Company should be responsible to pay. This is a very realistic sum. I intend to wait for the happen because of the manufacturer design and production.

If this isn't corrected immediately and results in bodily harm or fatality I will definitely file lawsuit. Thank you,

Continue on additional page if necessary.  
Describe any additional incidents. (Include date and mileage)

The Privacy Act of 1974 (Public Law 93-570) 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 or enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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HS Form 354 (Rev. 8/99)

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 MAIL 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  
Office of Defects Investigation, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



Read and return or place in your car manual for future use



# VEHICLE OWNER'S

## QUESTIONNAIRE

### (V00Q)

### DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

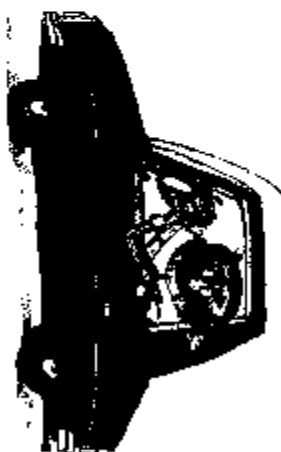
### DASH 2 DOT

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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[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)