



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4235)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

05-SEP-2003

Repository ☐

Reference No.
10030255

OWNER INFORMATION (Type or Print)

Name

Address

City

LAKE GEORGE

State NY

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 9/1/03

VEHICLE INFORMATION

Vehicle Identification Number (VIN) (Type or Print)

1LNFM82W2WY780291

Make

LINCOLN

Model

TOWN CAR

Model Year

1998

Date Purchased

1999

Dealer's Name and Telephone Number

Barnett Auto Sales

Engine

No. Cylinders

8

Fuel Type

Gas

Original Owner

Dealer's City

Owensboro

Zip Code

NY 12545

Transmission Type

☒ Automatic

Powertrain

☐ Cruise Control

Vehicle Component Code

115000 STEERING, HYDRAULIC POWER ASSIST SYSTEM

Multiple Failure: 1

FAILURE COMPONENTS (Type or Print)

Incident Date(s)

01-SEP-2003

Failure Mileage

90000

Failure Speed

BRAKE ROTORS ON ALL FOUR
WHEELS WARPED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM123456789)

☐ Original Equipment

Failure Location

Tire Component Code

Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Note:

Date Manufactured:

Model No./Name:

Seat Type:

Installation Details:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident, including location and time.)

Crash

☐ Yes ☒ No

Injury

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure
(e.g., parts repaired or replaced (and if old part is available)).

WHEN BRAKING STEERING WHEEL WOULD PULL HARD TO THE RIGHT. THIS MADE IT HARD FOR ME TO MAINTAIN CONTROL OF VEHICLE. *AK M. Brake Problem Started at about 73,000 miles on the odometer, on my way to MA

Include, if available, Police or Department Report, Photos, and Repair Invoice

ATTACH ADDITIONAL SHEETS, IF NECESSARY

The Privacy Act of 1974 (Public Law 93-595) provides that information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and such information is not to be disclosed to the public. Your response may be used to assist the NHTSA in determining whether a defect exists. If the NHTSA proceeds with a recall, you should take appropriate action to correct a safety defect. If the NHTSA proceeds with a recall, you should take appropriate action to correct a safety defect. If the NHTSA proceeds with a recall, you should take appropriate action to correct a safety defect. If the NHTSA proceeds with a recall, you should take appropriate action to correct a safety defect.

①

10/29/03

Off to the Person
in the ~~attorney general~~ office
who is in charge of my Complaint

[REDACTED]

LIKE GEORGE N.Y.

TEL [REDACTED]

I BELIEVE WHEN MY CAR
WAS SERVICED BY WALLACE WILSON
IN STUART FLA THEY DIDNT INSTALL
THE PROPER PARTS (ORIGINAL EQUIPMENT)

I ALSO BELIEVE THAT THE DEALER
NEWER FORD IN QUEENSBURY N.Y.
DIDNT INSTALL THE THE PROPER PARTS
(ORIGINAL EQUIPMENT)

AS STATED IN THE ATTACHED
BROCHURE

THE AUTO WAS LESS THAN
(4 yrs old) STILL UNDER
ORIGINAL EQUIPMENT
NOT MOTORCRAFT

(2)

I HAVE ENCLOSED PHOTO COPIES
OF MOTOR CRAFT (OUTSIDE OF
BOX) FOR YOUR INFORMATION
TO HELP MY CLAIM AGAINST
FORD AND THE DEALER'S.

Yours

I DIDN'T KNOW THAT FORD
HAD A DOUBLE STANDARD ON
THEIR BRAKE PARTS PADS & ROTORS

THE MOST SAFE PART OF A CAR
"BRAKES" NO BRAKES ACCIDENTS
COULD AND DID HAPPEN TO ME.

(1) ORIGINAL EQUIPMENT

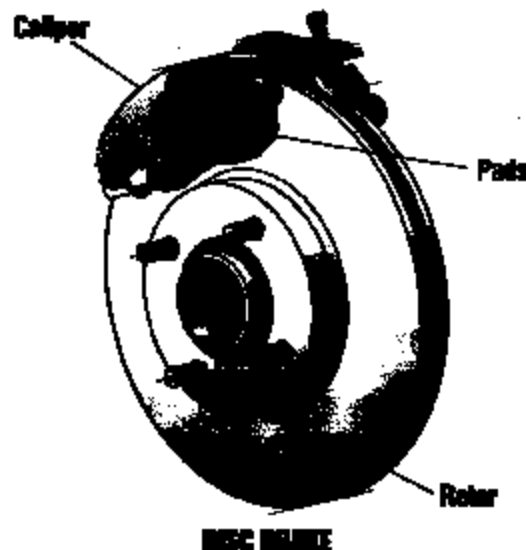
(2) PREFERRED VALUE (Budget?)

THAT'S WHY MY BRAKE PROBLEM
CONTINUES

EVEN AFTER HAVING PAID FOR
REPAIRS

the right place for THE RIGHT BRAKES

When it comes to staying safe on the road, your brakes are the most critical component of your vehicle. Choosing who will service them is a decision not to be taken lightly. For drivers of Ford, Lincoln and Mercury vehicles, the choice is simple: Quality Care service.



when do you need NEW BRAKES?

Be sure to have your brakes checked if you notice:

- Additional noise while braking.
(Some noises are normal.)
- A change in the way your brake pedal feels.

Of course, if you've driven a lot of miles since your last brake service, it's always a good idea to have your brakes checked.

brake service WHAT TO EXPECT

Should your brakes need work, they'll most likely need one of three types of service:

- Replacement of brake pads and/or shoes.
- Replacement of brake pads and/or shoes and "turning" of rotors and drums. (This is the most common type of repair.)
- Replacement of brake pads and/or shoes and replacement of rotors and drums (required if rotors/drums have excessive wear).

With all brake service, your brake's hydraulic system should be checked and repaired if necessary. The most common repairs could include repair or replacement of: brake hoses, brake calipers, brake booster, brake master cylinder, brake wheel cylinders.

premium parts. IT'S YOUR CHOICE

which pads or shoes are BEST FOR YOU?

Your Quality Care Service Advisor will make sure you get the brakes that are best for your needs. Some things you might consider are:

	Original Equipment	Motorcraft Preferred Value
How old is your vehicle?	1-4 years	4+ years
How many miles and how tough are you on your brakes?	High mileage or severe duty	Low mileage
	Quality conscious	Budget conscious

Whichever you choose, you can rest assured you'll have the braking performance of high-quality parts and the confidence of a job done right. That's Quality Care.

QualityCare[™] at your service

Remember that feeling the first time you drove your new vehicle? The purr of the engine, the precise handling, the perfect paint job? Well, you can keep that feeling alive every day, with Quality Care service at your Ford and Lincoln Mercury dealer. The factory-trained technicians here know your vehicle better than anyone else. They'll give you the kind of friendly, reliable service that will keep your vehicle doing the things you bought it to do.

It's the best place to go for expert service and the parts originally designed for your vehicle, from headlights to taillights and everything in between, including brand name tires at participating dealers.

So for the right people, the right parts, and always the right prices take your vehicle back to the place you got it. That's Quality Care, at your service.

Comments from your SERVICE ADVISOR

price quote

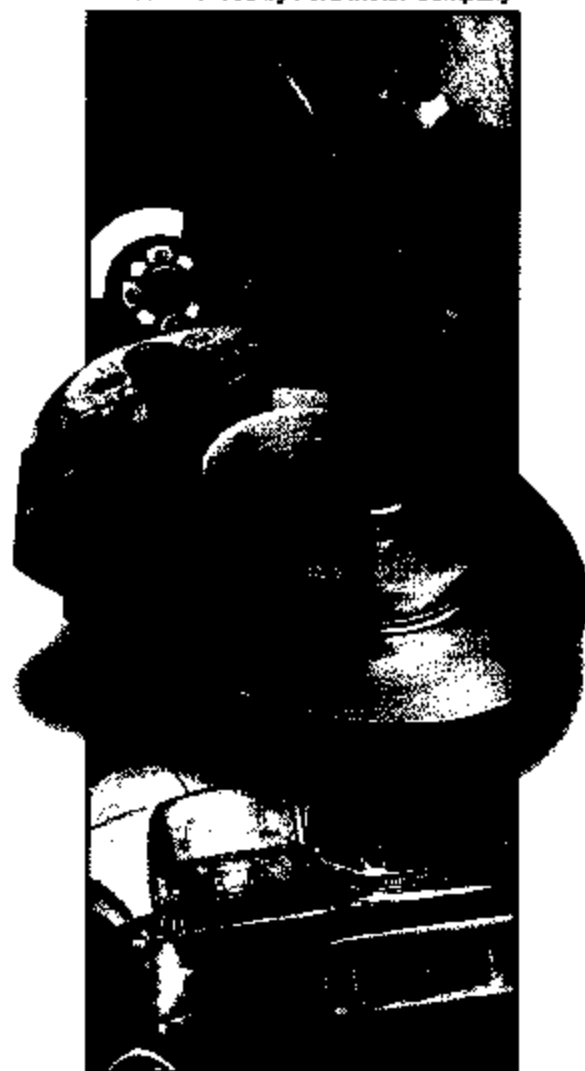
www.ford.com



From your Ford and Lincoln Mercury dealers.

BRAKE Service

As recommended by Ford Motor Company



QualityCare[™]
at your service

(9) (1-B)

Printable View (4 KB)	
Article No. 98-13-4	• BRAKES - PULL OR DRIFT WHEN BRAKING WITH WET BRAKES
Publication Date: JULY 6, 1998	

FORD: 1998 CROWN VICTORIA
LINCOLN-MERCURY: 1998 GRAND MARQUIS, TOWN CAR

ISSUE:

Drift or pull to the left or right during braking with wet brakes may be evident on some vehicles generally under rainy conditions. This may be due to water on the brake lining reducing the coefficient of friction.

ACTION:

Replace the front brake linings with revised linings which are less sensitive to water. Refer to the following Service Procedure for details.

NOTE: REFER TO THE 1998 CROWN VICTORIA/GRAND MARQUIS OR TOWN CAR WORKSHOP MANUAL, SECTION 208-03, FOR PULL/DRIFT UNDER DRY CONDITIONS.

SERVICE PROCEDURE

1. Check the vehicle tire pressures. Correct inflation of the front and rear tires is 220 kPa (32 psi). Incorrect or uneven tire inflation can result in drift/pull during braking.
2. Replace the front brake linings with revised Brake Linings (F8AZ-2001-CA). Refer to the Workshop Manual, Section 208-03, for details. Be sure to remove protective paper backing to expose adhesive prior to installation.

NOTE: DO NOT RESURFACE THE BRAKE ROTORS WHEN REPLACING THE WET BRAKE LININGS. WET PULL CONCERNS ARE NOT THE RESULT OF ROTOR SURFACE CONDITIONS.

PART NUMBER	PART NAME
F8AZ-2001-CA	Front Brake Linings

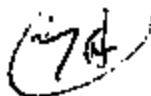
OTHER APPLICABLE ARTICLES:

NONE

WARRANTY STATUS:

Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

OPERATION	DESCRIPTION	TIME
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981304A	Check Tire Pressure, Replace Front Brake Linings	1.0 Hr.
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DEALER CODING

BASIC PART NO.	CONDITION CODE
2001	42

OASIS CODES:

301000, 303000

Motorcraft

Preferred Value

BRAKE PADS

PLAQUETTES DE FREIN

ALMOHADILLAS DEL FRENO

Motorcraft Preferred Value
brake pads and shoes provide
quality performance at a
competitive price.

Les plaquettes et les garnitures de
frein Motorcraft Preferred Value
sont synonymes de qualité, des
performances et d'économie.

Las almohadillas y zapatas de
freno Motorcraft Preferred Value
proporcionan rendimiento de
calidad a precios competitivos.

Recommended and approved by Ford Motor Company.

Recommandé et approuvé par la Ford Motor Company.

Recomendado y aprobado por Ford Motor Company.

Motor
Prefixed with
BRAKE PADS

BR56
XUZZ-2V200-CA



ONE UN UNO
BR56
XUZZ-2V200-CA
D674M

is dusty. Collect dust
and dry around dust.
particles.

It is
not. No pen or
pencil or other
writing
instrument.

Do not use.

Do not use
this
device
unless
indicated.

8079L
A0027C000-401

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**