



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
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

2003 NOV - 4 PM 3:
05-SEP-2003

Repository ☐

Reference No.
10038255

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 1 / 1 /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1LNFM82W2WY720291

Make

LINCOLN

Model

TOWN CAR

Model Year

1998

Date Purchased

1999

Dealer's Name and Telephone Number

Barrett Auto Sales

Engine:

No. Cylinders

8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Schenectady

State

NY

Zip Code

12345

Transmission Type

☒ Automatic

☐ Cruise Control

Powertrain

Vehicle Component Code

015000 STEERING/HYDRAULIC POWER ASSIST SYSTEM

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

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: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;

ie, 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 THE DRIVER TO MAINTAIN CONTROL OF VEHICLE. *AK

My Brake Problem Started at About 23,000 miles on the odometer, on my way to EHA

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

PLEASE TAKE
NOTE

10/27/03

AFTER HAVING MY
FRONT BRAKES PAD & ROTORS
CUT & REAR ROTORS CUT
WHICH I PAID FOR \$147.25

AND AS OF 10/10/03 I
HAD MY REAR BRAKE

PADS REPLACED & ROTORS
RE CUT. AS OF TODAY

OFFER • A COUPLE OF
THOUSAND MILES (TWO)

THE PROBLEMS STARTED AGAIN.

THE DEALER SERVICE MADE

A APPOINTMENT FOR ME

ON NOV 4TH TO INSPECT THE

BRAKES AGAIN

ATI National Safety

I AM THE OWNER OF A
1998 FORD LINCOLN TOWN CAR
SERIAL # 1LNFM82W2WY720291.

I NEED YOUR ASSISTANCE IN HELPING
TO CORRECT A SAFETY BRAKE
PROBLEM THAT HAS BEEN HAUNTING ME
SINCE THE CAR'S ODOMETER ~~REACH~~
REACHED 23,000 miles.

THE AUTO PULLS TO THE RIGHT WHEN
THE BRAKES GET WET AND THE
BRAKE PEDAL IS APPLIED.

THE CAR SHUDERS AND THE
BRAKE PEDAL PULSATES WHEN
BRAKING AT HIGHWAY SPEEDS.
THE BRAKES PULSATE AT LOW
SPEEDS (BELOW 30 MPH) WHEN
THE BRAKE PEDAL IS APPLIED

I HAVE HAD FORD DEALERS
TRY TO CORRECT THESE PROBLEMS
(ALL DOCUMENTATION WAS ATTACHED)
SINCE 1999- TO 2003

THE DEALERSHIPS MAKE SOME
REPAIRS, BUT THE CONDITION
RE APPEARS WITHIN 2000 TO 3000
(two to three thousand mile) miles LATER

ON ONE OCCASION WHEN MY WIFE
WAS DRIVING DURING LIGHT RAIN, AND
HAD APPLIED THE BRAKES THE STEERING
WHEEL ALMOST PULLED OUT OF HER
HANDS, AND SHE HIT A CURB, WE
HAD TO REPLACE THE RIGHT WHEEL
WHICH WAS BENT COST ABOUT
\$300⁰⁰. WHICH WE ~~MY~~ PAID FOR.
THE NEXT TIME WHEN I WAS
DRIVING AND THE SAME THING
HAPPENED TO ME, I WENT INTO A
CULVERT, TIRE + WHEEL COST
\$1500⁰⁰.

THE ROTORS WARP WHEN
THEY GET HOT, THE PADS ARE
NOT WORN BECAUSE OF WEAR
BUT MUST BE REPLACED WHEN
ROTORS ARE REPLACED

11 All started when the car
had less than 23,000 miles.

The car pulls to the right front
when the brakes get wet.

Ford Motors sent a Bulletin to
all the dealers, but didn't notify
the owners of the problem with the
1998 Town Car Article #98-13-4
Publication Date July 6, 1998 Copy enclosed
on Nov 30 1999 I brought my car to Wallace
Lincoln for a brake problem #1 R/O

I had a pulsation when braking, they
said first is the front end alignment
that must be done, ~~and~~ after aligning
the front end (charge of \$395) they
resurfaced the front rotors & replaced
the rear rotors. At this time

I didn't know that a Bulletin was
in the hands of the dealership
in regard to the pulling when wet.
I have had ~~to~~ water when
raining and know that sometimes
the brakes get wet and have a
tendency to pull left or right
when wet, I didn't tell the

service writer this problem, but
he should have asked me, when
explained my brake problem

First the Front Rotors should have been replaced Not Cut, which they did on R/O #1 (Note No Repair Order #) on Feb 21 2000 Mileage 26,534 The Brake Problem was Car Pulls to The Right when West (Please Note That I Knew Nothing of The Ford Bulletin until I had brought my Car to Wallace Lincoln on March 11 2000) Mileage 27,995) Now to Continue Note The Pads (Brake) were Not Worn The Rotors were the Problem R/O #2 must order Parts Returned on April 7 2000 R/O #3 They Replaced Brake Pads, Not Rotors Mileage 28,306 Please Note on March 7 2000 - Mileage 27,161 They Replaced Front Brake Calipers (R/O 3A) on June 1st 2000 Again Brake Rattles, @ New Condition @ Shudder when Braking at Highway Speeds 60-65 MPH, @ New Dealer NEMER FORD, This Time They Replaced ALL (4) Rotors & Pads Note Mileage 32,192

(Brake Pads Not Worn)

I WAS ABLE TO CONTINUE TO
DRIVE MY CAR UNTIL THE SAME
BRAKE PROBLEM STARTED AGAIN
A LITTLE OVER 55,000 MILES.

I WENT TO THE WALLACE LINCOLN
STUART PIA ON MAR 11 2002

MILEAGE 62,995 (R/O #5) AND
WAS TOLD ITS MY PAT END & I HAD
BRING IN THE CAR WHEN ITS

RAINING (QUOTE) AGAIN PAT END
ALIGNMENT THEY CHECK THE R/P
CALIPER, (MY COST \$35⁰⁰) I CONTACTED
OWNER RELATIONS AT FORD

ON JAN 23 2003 AND EXPLAINED
MY BRAKE PROBLEM, (QUOTE OUT OF
WARRENTY. IT SEEMS FORD WILL
MAKE REPAIRS DURING THE WARRENTY
PERIOD 5 YRS - 50,000 MILES ONLY
EVEN THO THE PROBLEM HAS NEVER
BEEN FULLY CORRECTED IT SEEMS
THE CORRECTION LAST ABOUT 30,000
MILES AND THEN RECURS

I WENT TO ADVANTAGE FORD
RD # 7 TO CORRECT THE SAME
FORMER PROBLEM, PULK IN THE
RIGHT WHEN WOT AND PULSATING
MILEAGE 79,856 JAN 27 2003
PAID TO HAVE REPAIRS DONE 147^{RS}
TURN FR + ROTORS PROBLEM ROTORS
Get Hot + WARP

PADS ARE NOT WORN, BUT MUST
BE REPLACED BECAUSE OF UNEVEN
WEAR CAUSED BY WARPED ROTORS, (A/SO
SEE RD. # 8 APR 9 2003 I HAD
TO RETURN TO ADVANTAGE FORD
BECAUSE OF BRAKE PULSATING, THEY
NOW RECUT THE REAR ROTORS
MILEAGE 79,860 THE CAR IS
DRIVEN FROM N.Y. TO FLA AND
FLA TO N.Y. (HIGH MILEAGE HIGHWAY)
ON OCT 10 2003 I HAD MY
BRAKES REPAIRED TO HELP STOP
THE PULSATING PEDAL + SHUDDER
WHEN BRAKING AT HIGH SPEED.
COST \$160^{ER} I ALSO PAID TO
HAVE BOTH FR + LOWER BALL
JOINTS REPLACED, CAUSE FR + END
SHUDDER WHEN BRAKING
STEERING WHEEL SHUDDERS

Backy Cost OVER \$700.00
Copy's ENCLOSED.

Also Note Estimate, FOR
FR + REAR NEW ROTORS +
Pads one DEALER D'ELLA
"Quote" \$794.00 Next Dealer
NEMER \$900.00

I FEEL THAT FORD HAS
A PROBLEM AND THEY SHOULD
REPLACE ~~AM~~ MY ROTORS +
PADS THIS CAR IS UNSAFE

[REDACTED]
[REDACTED]
LAKE GEORGE, N.Y. [REDACTED]

TE/H
TE/H [REDACTED]

National
Highway
Traffic Safety

10/25/03

ATTACHED IS A COPY OF A
LETTER THAT WAS SENT TO
THREE SENIOR FORD EXECUTIVES

① Chief Executive Officer

William Clay FORD JR

② Ms Cathy L. Gocki V.P.
Customer Satisfaction Dept

③ Mr ROMAN J KRYGIER
Material Quality Control
Manufacturing

ATT IS A ANSWER FROM
FORD Motor Company.

Ford Motor Company

September 23, 2003

[REDACTED]
Lake George, NY [REDACTED]

Dear [REDACTED]

Thank you for your recent letter and for giving us an opportunity to review the concerns you have had with your 1998 Town Car.

We are always willing to consider individual requests for assistance beyond the normal warranty provisions. However, we must place limits on our post-warranty adjustment policy. We regret to advise you that your vehicle is beyond those limits and we are, therefore, unable to assist with the cost of any repairs.

We appreciate your writing and wish that our response could have been more favorable.

Sincerely,

Dechu Balla TEL #

Dechu Balla
Executive Offices
Ford Motor Company

313-322-3000

(Ask for)



COPY'S
OF LETTER SENT
TO HER FOR EXECUTIVE
③ Response

I FELT THAT I MUST CONTACT
YOUR OFFICE, IF ANY THING IS TO BE
RECTIFIED IN REGARD TO MY
PROBLEM. (BRAKES)

FIRST LET ME SAY THAT THE
CREATURE COMFORTS WERE AND ARE
STILL ARE WONDERFUL.

YOU WERE WAY AHEAD OF OTHERS
IN STYLING AND INNOVATIONS, YOU
ARE TO BE COMMENDED.

I OWN A 1998 LINCOLN
TOWN CAR

SERIAL # 1LNFM82W2WY720291

AND I NEED YOUR ASSISTANCE
TO HELP CORRECT A BRAKE/SAFETY
PROBLEM THAT HAS BEEN HAUNTING
ME SINCE MY CAR'S ODOMETER
REACHED 23,000 MILES, PRIOR TO THAT
TIME, THERE WERE MINOR PULSATING
AND SOME RIGHT HAND PULLING OF
THE BRAKES WHEN THEY GOT WET.

option

My wife and I were driving to Florida, my wife was driving and we hit some rain, she had to apply the brakes, and the wheel pulled almost out of ~~her~~ her control and the car hit a curb, with the right front wheel; of course she would not drive the car any more. She was completely shaken up. I drove the rest of the way to Florida and experienced more brake problems, when necessary

To apply the brakes at highway speeds the pedal (brake) would pulsate and the car would shudder.

I drove to Stuart Lincoln in Stuart Fla, and had them inspect the car. See Doc # ①

Note Rotor's Note Mileage also Doc # ①A + ①B also I had to wait for parts for three months, I had to drive my car under very unsafe conditions

The dealer didn't offer me
a safe car to drive while
they waited for the parts to
arrive at the dealership

Doc 2A Parts ordered again.

Doc #3 New Wheel
installed by Rick Starr

Unable to find the bill at this
time, but cost was over \$200.00
dollars. 27,161 miles returned

to Stuart Lincoln Doc #3A

Returned again to Stuart Lin

Doc #4 Mileage 28306, Returned

again Mileage 32192 ~~to Stuart Lin~~ NEVER

I was able to drive the
vehicle with some confidence
that the repairs ~~was~~ corrected the
brake problem. But at about

60,000 miles, again on our
way to Florida, the problem

started, (brakes) SEE Doc #6

again ~~Stuart~~ WALLACE LINCOLN (SAME
DEalership NEW NAME)

SEE DOCS

THE SERVICE WRITER, AFTER
GIVING ME THE BILL FOR INSPECTING
THE BRAKE CALIPERS, STATED QUOTE
BRING THE CAR BACK WHEN
THE BRAKE GET WET! QUOTE
NOTE POSSIBLE ALIGNMENT (QUOTE)

~~I THEN CONTACTED YOUR~~
I DROVE BACK TO NEW YORK
A NEW LINCOLN DEALER SHIP
OPENED, DELLA QUEENS BURY N.Y.
I HAD THE FRONT END CHECKED FOR
ALIGNMENT, THEY FOUND NO PROBLEM
BUT ~~SET THE FRONT END~~ TO CHECK THE
FRONT END SPECS # 425 Doc # 10
MILEAGE 71,927.

AGAIN ON MY WAY TO FLA
I HAD SLIGHT BRAKING PROBLEMS
PULSATING PEDAL AND SLIGHT PULL
TO THE RIGHT. THEN FOR THE FIRST
I CONTACTED YOUR CUSTOMER
OWNER RELATIONS DEPT. SEE
Doc # 8 AND WAS TOLD YOU
ARE OUT OF WARRANTY.
ALSO NOTE PERSON WROTE OWNER
HAS PARKING BRAKE PROBLEM

Nothing about my Brake
pulling or pedal pulsating
Also see Doc # 9

Also Note that while in
New York, The Brakes pulled
to the Right side, and
I when into a Culvert had
to replace wheel + tire.
Note Insurance Co paid half
and I paid half \$ 529.52
Doc # 9

Also Note Doc # 10, wheel
alignment Done.

~~After contacting your C/R/D
Doc # 9~~

~~Advant.~~

BEFORE contacting your
OWNER Relations Dept on
Jan 3 2003. I had my
CAR SERVICED AT ADVANTAGE
Ford. I didn't like Wallace
Lincoln. I didn't have
any faith in Wallace Lincoln
After I was to Fold (Couto

BRING YOUR CAR BACK WHEN
IT IS WET AND PULLING
ON GOUTA"

SEE DOC # 10 A DEC 7002
NOTE BRAKES WILL REQUIRE
FUTURE ATTENTION.

PLEASE NOTE DOC # (5)
MILEAGE 32,192
NEW DISC ROTORS REPLACED @ 11
FOUR WHEELS

THE CUSTOMER RELATION DEP
CONTACTED ADVANTAGE FORD
DOC # 11
IT WAS NEC TO REPLACE MY
FRONT ROTORS AND REPLACE
PADS

THE WARPING OF THE ROTORS
CAUSED MY BRAKE PROBLEMS
SINCE THE CAR GETS A LOT
OF HIGHWAY DRIVING ~~THE DRIVING~~
~~GENERATES~~ THE HEAT IN GENERATES
THE ROTORS TO WARP

~~Wanted~~ Advantage Ford
also had to replace my
REAR ROTORS, BECAUSE
AFTER DRIVING A FEW MILES
THE PULSATIS STARTED AGAIN.
Doc # (13)

Doc # (14) Again I tried
WALLACE Lincoln AFTER
I had to return to Advantage
Ford AFTER A SHORT DRIVING
PERIOD NOTE REAR BRAKES
NEED ATTENTION

SEE Doc # (15) Need New
Brake Rotors + Pads \$794.06

SEE Doc # (16 A)
Needs Brake Rotors + Pads
and HOSES PRT 488.77
I asked what was the cost
FOR THE REAR \$419.00

What I Need From
FORD IS TO REPLACE
ALL FOUR ROTORS
ALL FOUR SET OF PADS
AND ALL BRAKE HOSES

I FEEL THE PROBLEM
WITH THE BRAKE ARE
A PRODUCT PROBLEM.

I HAVE SPOKEN TO THE SERVICE
MANAGERS OF FORD DEALERSHIPS
AND SOME HAVE TOLD ME
OF ROTORS THEY HAVE SEEN
WITH PIECES MISSING.

I HAD THE SERVICE ~~MANAGER~~ MANAGER
CONTACT THE SERVICE REPRESENTATIVE
OF MY AREA SO THAT I
MAY EXPLAIN MY PROBLEM
I WAITED SIX ~~WEEKS~~ WEEKS
AND NO RESPONSE, I THEN CONTACTED
YOUR ~~OWNER~~ OWNER RELATIONS
DEPARTMENT AND WAS SENT
A QUESTIONNAIRE (COPY)
ENCLOSED.

~~RE~~ FINALLY AFTER THE
QUESTIONNAIRE WAS SENT
BACK MAYBE TWO OR THREE
WEEK LATER.

MR MATT SORENSEN
FORD REP
CONTACTS ME: AND STATES

"DO YOU ARE OUT
OF WARRANTY? DATE"

HE DIDNT WANT TO
DRIVE MY 1998
LINCOLN TO SEE IF
I DID INDEED HAVE A
PRODUCT PROBLEM.

YOU ARE OUT OF A
WARRANTY

 Printable View (4 KB)	
Article No. 98-13-4	• BRAKES - PULL OR DRIFT WHEN BRAKING WITH WET BRAKES
Publication Date: JULY 8, 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 206-80, 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 206-03, 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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**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).**