



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 758

Date Received

Repository ☐

2003 NOV 29 SEP 2003 12:33

Reference No.
10041826

OWNER INFORMATION (Type or Print)

Name

Address

City

ABERDEEN

State MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 11/19/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LNF182W5WY656790

Make
LINCOLN

Model
TOWN CAR

Model Year
1998

Date Purchased
03/03/98

Dealer's Name and Telephone Number
HENDER HONAS

Engine
No: Cylinders

8

Fuel Type:

REG
L425 F246

Original Owner
☒

Dealer's City
ABERDEEN, MD

State
MD

Zip Code
21001

Transmission Type
AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code
017500 STEERING/LINKAGES/TIE ROD ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
20-SEP-2003

Failure Mileage
45,000

Failure Speed
3

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: DOTM15ABC036)

☐ 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(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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; i.e., parts repaired or replaced (and if old part is available).

WHILE PULLING OUT OF DRIVEWAY AT 2-3 MPH CONSUMER HEARD A NOISE, STOPPED VEHICLE, AND NOTICED TIE RODS WERE DRAGGING ON THE GROUND ON THE RIGHT SIDE OF VEHICLE. DEALER STATED TIE RODS HAD DISCONNECTED. ALSO, BALL JOINTS WERE NOT LUBRICATED AND RUSTED. BOTH TIE RODS WERE REPLACED. *AK

WJAG

AT VEHICLE OWNER'S EXPENSE

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.

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

HAD THE ~~FAILURE~~ HAPPENED MOMENTS LATER, AT ANY SIGNIFICANT SPEED, I WOULD SURELY HAVE LOST CONTROL. AS THE FAILURE RESULTED IN IMMEDIATE TOTAL LOSS OF STEERING CONTROL, I WOULD LIKELY HAVE DAMAGED PROPERTY, AUTOS, AND PEOPLE, ESPECIALLY IF I WAS DRIVING ON NEARBY I-95 OR US 40. MY PASSENGER WIFE AND/OR I COULD EASILY BE DEAD. IT BOTHERED ME THAT FORD MOTOR COMPANY CUSTOMER SERVICE, WHOM I TELEPHONED, PASSED IT OFF LIGHTLY AS NO PROBLEM, AND NO OTHER REPORTS. THIS MAY HAVE BEEN A QUALITY CONTROL (ONE OF A KIND OR NOT) FAILURE TO LUBRICATE THE JOINTS ON INITIAL AUTO ASSEMBLY. IN ANY CASE, ONE FAILURE IS SIGNIFICANT, AND DOES NOT NEED LARGE NUMBERS OF SIMILAR INCIDENTS TO BE A HIGHLY DANGEROUS SITUATION.

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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 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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

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TO REPORT VEHICLE SAFETY DEFECTS
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OR

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and dial toll free at

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(DASH) & DOT



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