



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 100184

Date Received

Repository

2004 FEB 19 PM 2:21
08 JAN 2004

Reference No.
10053664

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: RALEIGH State: NC Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO *Attw*
In the absence of an authorized signature, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 1/19/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1LN1MB6543 [Redacted]
Make: LINCOLN Model: LS Model Year: 2003
Date Purchased: 5-12-03 Dealer's Name and Telephone Number: Leith Lincoln Mercury
Original Owner: Dealer's City: Raleigh State: NC Zip Code: [Redacted] Engine: No. Cylinders: 6 Fuel Type: premium
Transmission Type: Auto Antilock Brakes: Cruise Control: Powertrain: RWD
Vehicle Component Code: B14000 STEERING: RACK AND PINION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 23-DEC-2003 Failure Mileage: 14600 Failure Speed: 66

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM18ABC038): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

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

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 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; i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING AT 66 MPH CONSUMER KEPT HEARING A GRINDING/METAL ON METAL SOUND COMING FROM THE FRONT. VEHICLE WAS TAKEN TO THE DEALER, WHO INFORMED THE CONSUMER THAT A NEW RACK PINION STEERING ASSEMBLY WAS NEEDED. MANUFACTURER WAS AWARE OF THE PROBLEM. *AK

Dealer for repair was Capital Lincoln Mercury, Cary NC. - not the selling dealer.

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 of this part seems to be common on 2003 LS vehicles after 11,000 miles. So far, Ford Motor Company installs only remanufactured parts & not "new" parts.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



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Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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and dial toll free at

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(DASH) 2 DOT



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www.safercar.gov

