



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

2004

FOR AGENCY USE ONLY 1368

Date Received

FEB 26 11 9: 29
29-JAN-2004

Repository ☐

Reference No.

10056121

OWNER INFORMATION (Type or Print)

Name

Address

City

SCOTTVILLE

State

MI

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 1/1

VEHICLE INFORMATION

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

Make

LINCOLN

Model

TOWN CAR

Model Year

1998

Date Purchased

Dealer's Name and Telephone Number

Engine: 4.6 L
No. Cylinders 11-B

Fuel Type:

GAS

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

017500 STEERING/LINRAGES/TIE ROD ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-JAN-2004

Failure Mileage

491000

Failure Speed

20

BALL JOINT FAILURE ON TIE ROD END

58478

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P216/65R15)

DOT No. (Example: DOTM18ABC036)

☐ 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

Y

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

WHILE DRIVING 20 MPH TIE ROD SNAPPED. THIS CAUSED THE CONSUMER TO GO INTO A DITCH, WHICH AVOIDED A SEVERE COLLISION. VEHICLE WAS TOWED TO A DEALERSHIP, WHO DID NOT RESOLVE THE PROBLEM. *AK

BALL JOINT FAILURE CAUSED BOTH FRONT WHEELS TO TURN IN WE WERE ABOUT 10 MINUTES FROM FREEWAY WHERE SPEED WOULD HAVE INCREASED TO 70 MPH

I HAVE REPAIR INVOICES BUT THEY DID NOT COPY WELL ENOUGH & SEND IN. TIE ROD REPAIR WAS \$328.50 ALIGNMENT \$43.13 TOW \$54.00 PLUS \$30.00 GAS FOR FREUD TAKE US HOME PLUS RETURN

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

TRIP TO PICK UP CAR AFTER REPAIRED. I HAVE PARTS THAT WERE DAMAGED

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

I ALSO OWN 94 LINCOLN TOWN CAR THAT HAD A LOWER BALL JOINT FAILURE ON RIGHT SUSPENSION AT 85,000 MILES DRIPPING A FRAME, THIS HAPPENED IN SARASOTA, FLA THE DAY AFTER I ARRIVED FROM MICHIGAN.

IN BOTH OF THESE I FEEL MY FAMILY WAS LUCKY BECAUSE I WAS GOING SLOW AT TIME OF FAILURE.

I FEEL FORD HAS A PROBLEM WITH BALL JOINTS I NOW HAVE PUT GREASE ZERKS ON ALL OF THEIR BALL JOINTS

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National Highway
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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



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and dial toll free at

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