



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 1388

Date Received  
2004 APR -1 PM 12:25  
26-FEB-2004

Repository   
Reference No.  
10058846

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City KANSAS CITY State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of a signature, your name or address to the vehicle manufacturer.  
Signature of Owner [REDACTED] Date 2/4/04  YES  NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1LNHM82W9KY61B741

Make LINCOLN Model TOWN CAR Model Year 1999

Date Purchased OCT 1998 Dealer's Name and Telephone Number JAMES PEARSONE LINCOLN MORGAN  
Original Owner  Dealer's City JAMES PEARSONE MA State MO Zip Code 64055

Engine: No. Cylinders Fuel Type:

Transmission Type  Antilock Brakes Powertrain Vehicle Component Code 017500 STEERING:LINKAGES:TIE ROD ASSEMBLY  
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-FEB-2004 Failure Mileage 60500 Failure Speed 2

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

WHILE BACKING OUT OF THE DRIVEWAY AT 2 MPH FRONT DRIVER'S SIDE TIE ROD SNAPPED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. \*AK

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)

ON OR ABOUT 2-8-04 AS I BACKED OUT OF MY GARAGE THE  
LEFT FRONT TIE ROD FELL TO THE GROUND. HAD I BEEN GOING DOWN  
THE ROAD 105 MPH I WOULD HAVE HAD ~~NO~~<sup>NO</sup> STEERING OF THE CAR & COULD  
HAVE RESULTED IN A SEVERE CRASH. THIS SHOULD HAVE NOT OCCURED WITH  
ONLY 60,000 MILES ON A CAR. I CALLED THE CUSTOMER SERVICE & THE PERSON  
I TALKED TO DIDNT EVEN KNOW WHAT A TIE ROD WAS. THE DEALER FLAT  
REFUSED TO HELP ME. THEY STATED THE CAR WAS OUT OF WARRANTY, THE  
TIE ROD WAS RUSTY & FITTED & JUST FELL APART. I RE PLACED BOTH TIE  
ROD ENDS & THE UPPER BALL JOINT WAS BROD ALSO THE CAR COULD NOT  
BE MOVED WITHOUT TOWING. I HIRED A RETIRED MECHANIC TO REPAIR  
THE PARTS IN MY DRIVE WAY I RE PLACED THE FRONT BRAKE WHEN IT WAS  
TORN DOWN BUT THATS JUST NORMAL WEAR. MY TOTAL COST TO REPAIR WAS  
245<sup>92</sup> SINCE 1967 I HAVE PURCHASED 5 MORE CARS FROM THIS DEALER

ATTACH ADDITIONAL SHEETS IF NECESSARY  
DATE: 2/11/04

US 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




**VEHICLE OWNER'S QUESTIONNAIRE**  
DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THE FORM  
OR

**DASH2DOT**  
and dial toll free at

**1-888-DASH-2:DOT**  
1-888-327-4238

DOT Auto Safety Hotline  
(DASH) 2 DOT



US Department of Transportation  
National Highway Traffic Safety  
Administration  
http://www.safercar.gov

LIKE I SAID THE PERSON  
I TALKED TO AT THE FORD  
CUSTOMER SERVICE NUMBER  
WHICH WAS 1-800-392-3673 DID  
NOT EVEN KNOW WHAT A TIE  
ROD END WAS. HE SPOKE VERY  
POOR ENGLISH & WE HAD A  
HARD TIME MAKING EACH OTHER  
UNDERSTAND.

HE WOULD NOT GIVE ME  
A PHONE NUMBER OF A LOCAL  
FORD TROUBLE SHOOTER NOR  
WOULD INDEPENDENCE LINCOLN  
MERCURY DEALER WHERE THE  
CAR WAS PURCHASED.

AH THEN THEY WOULD SAY WAS  
THERE WAS NO RECALL ON MY  
VEHICLE, AND IT WAS OUT OF  
WARRANTY.

**Notes:**

OWNER NOTIFICATION IS EXPECTED TO BEGIN MARCH 23, 1998. OWNERS WHO DO NOT RECEIVE THE FREE OWNER GUIDE WITHIN A REASONABLE TIME SHOULD CONTACT FORD AT 1-800-392-3673. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

**Document Search**

Check to Request Research. Submit below.

**Make :** LINCOLN                      **Model :** TOWN CAR                      **Year :** 1998  
**NHTSA CAMPAIGN ID Number :** 98V322000                      **Recall Date :** DEC 15, 1998

**Component:** SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

**Summary:**

VEHICLE DESCRIPTION: CERTAIN 1996-1999 FORD CROWN VICTORIA POLICE, FLEET, NATURAL GAS, AND 1996-1999 LINCOLN TOWN CAR LIMOUSINE VEHICLES THAT WERE PRODUCED WITH A LOWER CONTROL ARM BALL JOINT CONTAINING A ONE PIECE BEARING; AND 1990-1996 FORD CROWN VICTORIA POLICE, FLEET, AND NGV VEHICLES AND 1990-1996 LINCOLN TOWN CAR LIMOUSINE VEHICLES THAT HAVE BEEN SERVICED WITH EITHER A BALL JOINT CONTAINING THE ONE-PIECE BEARING OR A FRONT LOWER CONTROL ARM CONTAINING A BALL JOINT WITH A ONE-PIECE BEARING. THE ONE-PIECE BEARING WITHIN THE LOWER CONTROL ARM BALL JOINT CAN WEAKEN SLOWLY DURING USE AND EVENTUALLY CRACK. THIS COULD RESULT IN SEPARATION OF THE BALL AND CAP OF THE JOINT, ALLOWING THE CONTROL ARM TO DROP TO THE GROUND.

**Consequence:**

IF THIS OCCURS WHILE THE VEHICLE IS MOVING, REDUCED STEERING CONTROL COULD OCCUR, INCREASING THE RISK OF A CRASH.

**Remedy:**

DEALERS WILL REPLACE THE LOWER CONTROL ARM BALL JOINTS (2).

**Notes:**

OWNER NOTIFICATION IS EXPECTED TO BEGIN JANUARY 18, 1999. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FORD AT 1-800-392-3673. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

**Document Search**

Check to Request Research. Submit below.

**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).**