



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 1387

Date Received  
2004 JUN 19 23 09  
22 JUN 2004

Repository   
Reference No.  
10079862

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City MANCHESTER State TN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Do you authorize NHTSA to contact you or the vehicle manufacturer?  
In the absence of a signature, this questionnaire is void.  
Signature of Owner [REDACTED] Date 07/06/04  YES  NO

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at bottom of windshield on driver's side  
2FAPP71W03X [REDACTED] Make FORD Model CROWN VICTORIA Model Year 2003  
Date Purchased 7-03-2002 Dealer's Name and Telephone Number L WHITE MOTORS 931-728-2402 Engine: No: Cylinders 8 Fuel Type: GAS  
Original Owner  Dealer's City MANCHESTER State TN Zip Code 37355  
Transmission Type AUTO  Antilock Brakes  Cruise Control Powertrain [REDACTED] Vehicle Component Code 200000 WHEELS  
Multiple Failure: 9

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 20-AUG-2003 Failure Mileage [REDACTED] Failure Speed [REDACTED]

**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: DOTM1A9ABC038)  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), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No  
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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).

DEALERSHIP WAS UNABLE TO PERFORM THE STEEL WHEEL RECALL 03V279000 REPAIRS FOR ALMOST 10 MONTHS BECAUSE THE PARTS WERE ON BACK ORDER. \*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)

Lined area for narrative description of incident(s), failure(s), crash(es), and injury(ies).

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



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
http://www.nhtsa.gov/odjpe



DOT Auto Safety Hotline  
(DASH) & DOT

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

and dial toll free at

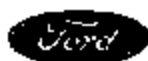
**DASH2DOT**



TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DOT AUTO SAFETY HOTLINE**

**VEHICLE  
OWNER'S  
QUESTIONNAIRE**



MANCHESTER POLICE DEPT

November, 2003

Our records indicate that you are the owner of a

**2003 CROWN VICTORIA**

**Vehicle Number 2FAFP71W03X**

**Your Vehicle is Involved in Recall 03S05**

**STEEL WHEEL**

Please call your Ford dealer today to have this important recall service completed on your Crown Victoria.

There is no charge for this service.

If the recall has been completed, please disregard this reminder.

Thank you,

*Frank M. Ligon*

Frank M. Ligon

Director

Vehicle Service and Programs



2303

F. M. Lyon  
Ford Motor Company  
P.O. Box 1904  
Dearborn, Michigan 48121

ALL WHITE ORDERED  
15 WHEELS  
ON 8-18-03

F0001430

03S05

August, 2003

MANCHESTER POLICE DEPT  
200 W FORT ST  
MANCHESTER, TN 37355

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 2003 Crown Victoria Police (CVPI) and Commercial Heavy Duty (taxi) vehicles in police and taxi service built with steel road wheels.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

**What is the issue?**

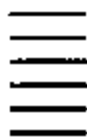
The steel road wheels on your vehicle may develop a crack in the rim near the weld line that connects the rim to the disk. Wheels manufactured from August 18, 2001 through September 22, 2002 are affected.

In vehicles frequently involved in high-speed pursuit, emergency maneuvers and heavy-duty use such as police and taxi service, a crack may lead to rapid air loss and possible separation of the rim from the wheel center section. Cracks resulting in rapid air loss could affect vehicle control, possibly resulting in a crash without warning. This could lead to personal injury and possible death.

Symptoms of a cracked wheel may include:

- Repeated slow air leak
- Nibble in the steering
- Difficulty in balancing the tire & wheel assembly
- Rapid air loss

A cracked wheel typically presents itself as a slow, repeated air leak. If a cracked wheel exhibiting the warning signs of repeated slow air loss, nibble in the steering and/or difficulty in balancing the tire & wheel assembly is not replaced, it is possible for the wheel to experience a sudden crack and rapid air loss possibly resulting in a crash. This could lead to personal injury and possible death.



03103