



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 100148

Date Received

11-OCT-2005

Repository

Reference No.
10139329

OWNER INFORMATION (Type or Print)

Name

Address

City

CINCINNATI

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to send a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 11/3/2005

VEHICLE INFORMATION

17 digit Vehicle Identification Number _____ of windshield on driver's side

2NCLM75W6V

Make

FORD

Model

GRAND MARQUIS

Model Year

1997

Date Purchased
01-MAR-89

Dealer's Name and Telephone Number
EASTSIDE LINCOLN MERCURY/MAZARATTI 513-388-3888

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner

Dealer's City
CINCINNATI

State
OH

Zip Code
45244

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
UNKNOWN

Vehicle Component Code

021840 SUSPENSION:FRONT-CONTROL ARM-LOWER BALL JOINT

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
11-OCT-2005

Failure Mileage
98000

Failure Speed
28

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: DOTM1A9ABC036)

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), complaint, 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).

DOT: THE CONTACT OWNS A 1997 MERCURY GRAND MARQUIS. WHILE DRIVING AND USING THE STEERING WHEEL THERE WAS A SQUEAKING NOISE. THE CONTACT TOOK THE CAR TO A MECHANIC, WHO SAID THERE WAS NO LUBRICATION ON THE BALL JOINTS NOR WAS THERE ANY WAY THEY COULD BE LUBRICATED DUE TO THE DESIGN. THE MECHANIC SAID THEY SHOULD BE ALRIGHT FOR A WHILE. NO REPAIRS OR CORRECTIONS WERE MADE AT THAT TIME. WHILE DRIVING 28 MPH UPHILL AND THE LEFT FRONT BALL JOINT CRACKED AND DROPPED ONTO THE GROUND, DAMAGING THE TIE ROD AND BALL JOINT ASSEMBLY AND THE LEFT FRONT TIRE. THIS HAPPENED WITHOUT WARNING. THE VEHICLE WAS TOWED TO A DEALERSHIP. THE DEALER SAID THE OTHER SIDE WAS AFFECTED ALSO. THE DEALER REPAIRED BOTH FRONT BALL JOINTS ALONG WITH THE TIE ROD ASSEMBLY. *AK

See Attached Letter Additional Comments

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.

[REDACTED]
Cincinnati, Ohio, [REDACTED]

2015 NOV -8 PM 1:25

*Add to
10129329
3*

November 2, 2005

U.S. Dept. of Transportation
National Highway Safety Administration
Office of Defects Investigation, nvs216
400 Seventh St., S.W.
Washington D.C.20590

Subject Additional comments and support material
Reference Number...10129329

Mr. Michael Jordan Safety Defects Program BEST.
Gentlemen:
ISSUE A:

This letter is to give you additional information on The Ball Joint lower left wheel part assembly. AS mentioned the original Lincoln mercury dealer [Eastside L/M] lost franchise earlier in year, which forced us to go to gas station for lubrication. No one ever advised us [dealer] that ball joint could crack off, when questioning gas station attendant about squeaky nose indicated no real problem unless noise got loader. Sound never got worse only heard limited times. When driving home, only going 29 miles up curvy, uphill road, the car shuttered, swerved came to dead stop, axle on road see pic. Of curvy road. It took 45 minutes for wrecker to come, car dragging on road tire blown, police directed traffic for 30 minutes [see AAA report]. If we had been driving on interstate @ speed limit we wouldn't be writing this letter we would be dead, possibly person behind us would be dead.

The problem according to New Lincoln Mercury Dealer dba Subaru of Beechmont Ave. Cincinnati, Ohio, Ford doesn't put lub ports on Ball Joint anymore, eventually the friction causes some to break off. In addition to ball joint, when car hit ground [with help of slide under left front by tow truck] caused tie rods to get messed up. In addition to Left side damage they recommended the right side fixtures to be replaced. The car had to be driven into dealer service, slide off to get repairs done. I have parts willing to loan them to you providing I Get Them back. In meantime pictures are enclosed. Cost of repairs \$1400.00

I am writing in hopes you can get Ford to recall ball joints before some one gets killed on Interstate. I called Ford they said no recall, nothing could be done! I said maybe you [Ford] would do something when 4 people killed!

When you are going speed limit, on Interstate, wheel ball joint breaks, tire blows, you come to sudden stop, you will be rear ended by car going 55-65 miles a hour. You and other people will be dead!!! People in other lanes could be effected.

*Amman
11/15/05*

*You
Asked
me to
send
this
item*

ISSUE B...The other problem with car was the manifold ,now made of hard plastic, No warning other than beep signal ,thermostat reading was high ,I was on 275 with my grandson ,pulled of side of road ,got of highway,at BP station, when I lifted hood steam /antifreeze shot all over inside of car I stood away from hood,so wasn't burned . Tow truck took me to Beechmont Ford ,who charged \$1190.00 TO REPLACE MANIFOLD see bill..At that time no recall ,but two months later lawsuit forced Ford to extend warranty ,pay for repairs on cars purchased within 7 years , I don't know if I fall into requirements, must have gone to plastic rather than steel to keep weight down I have enclosed AAA report.

Hoping you can do something!

[REDACTED]

Nov 3, 2005



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Squarh Street, S.
Washington, D.C. 205

NVS-216 saj

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brandname, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

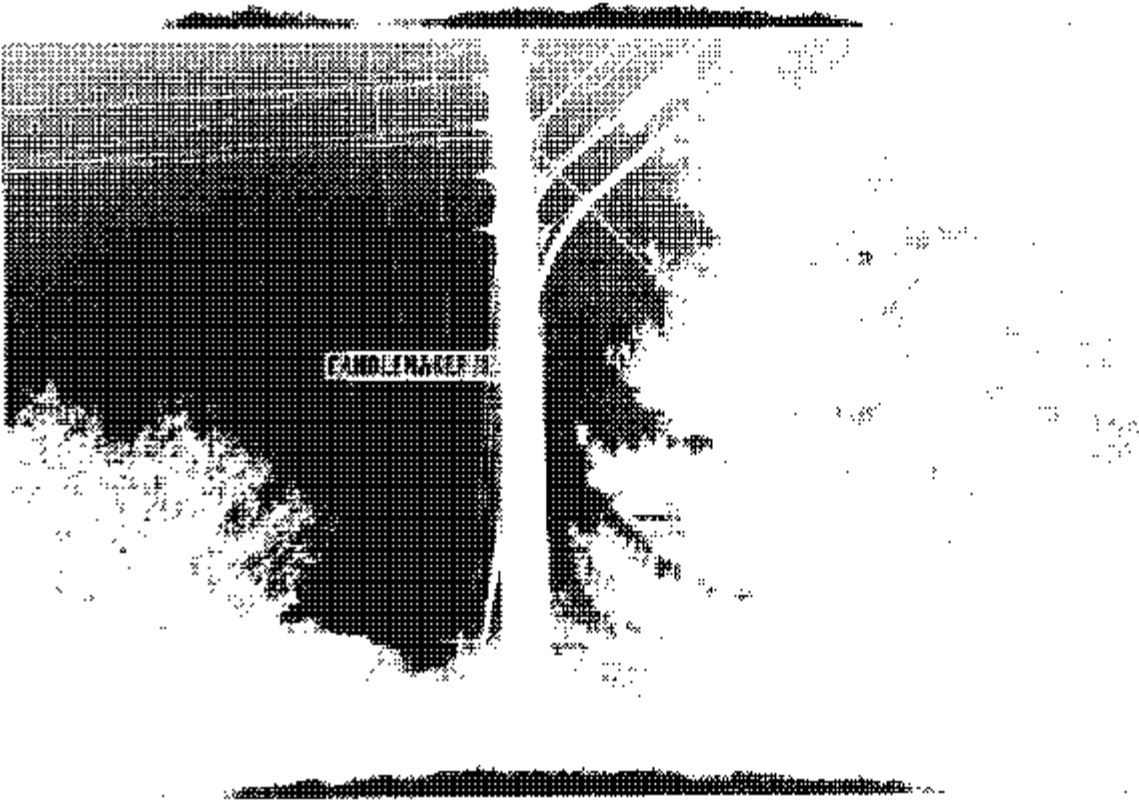
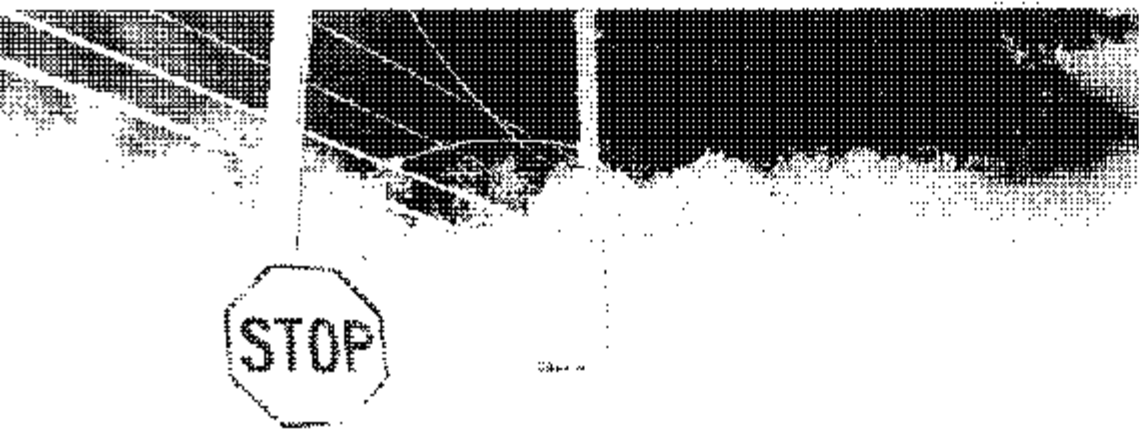
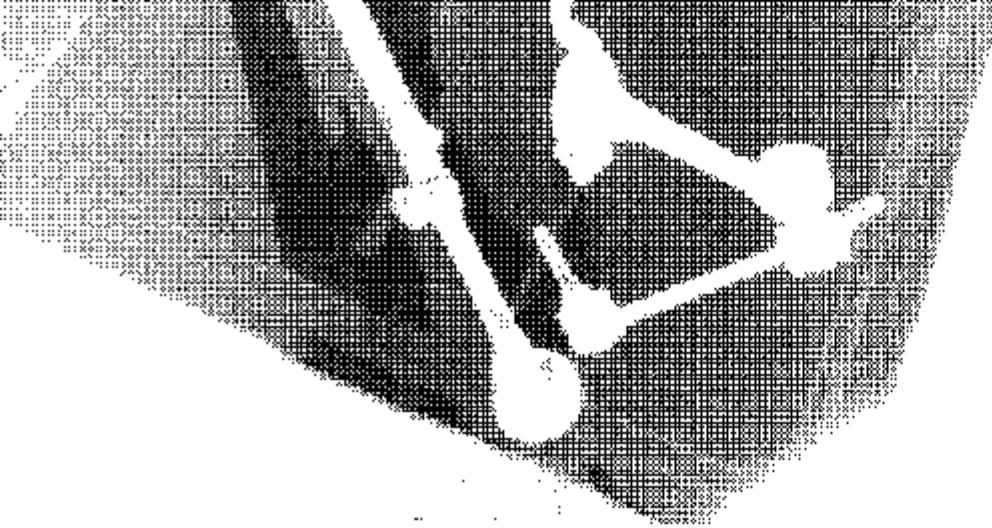
Sincerely,

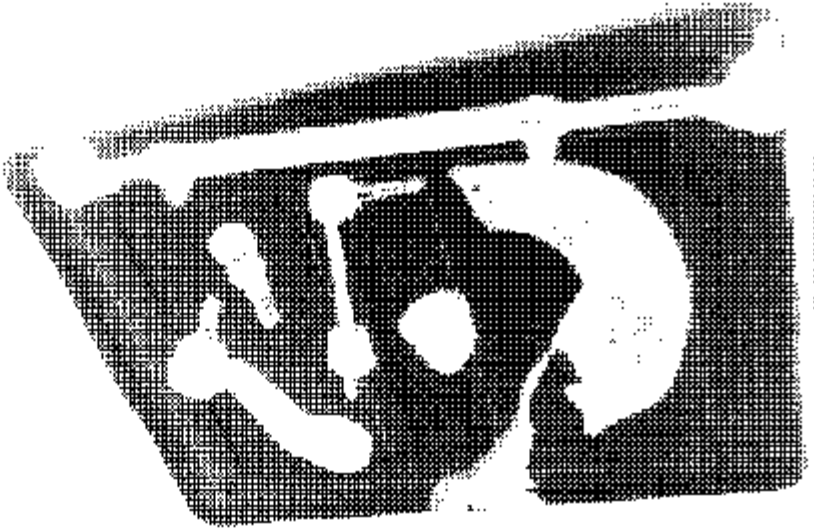
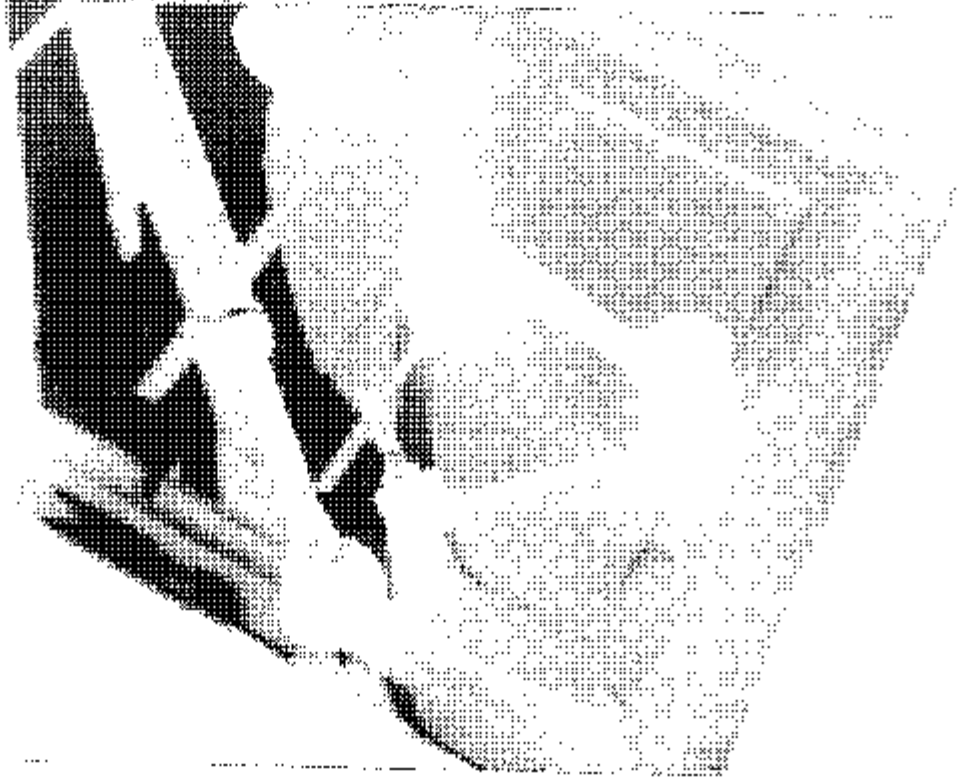
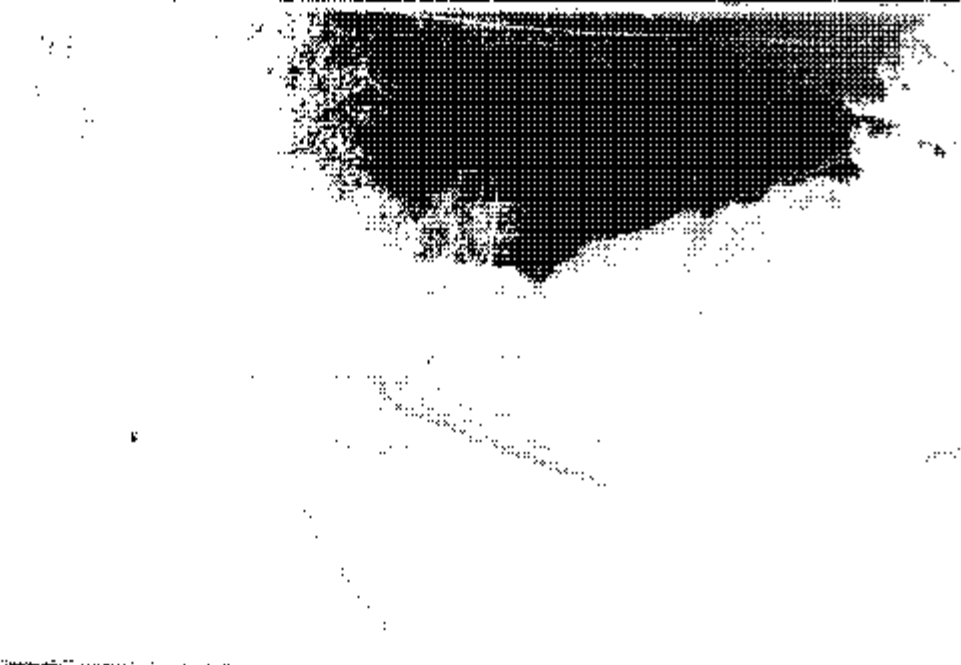
Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

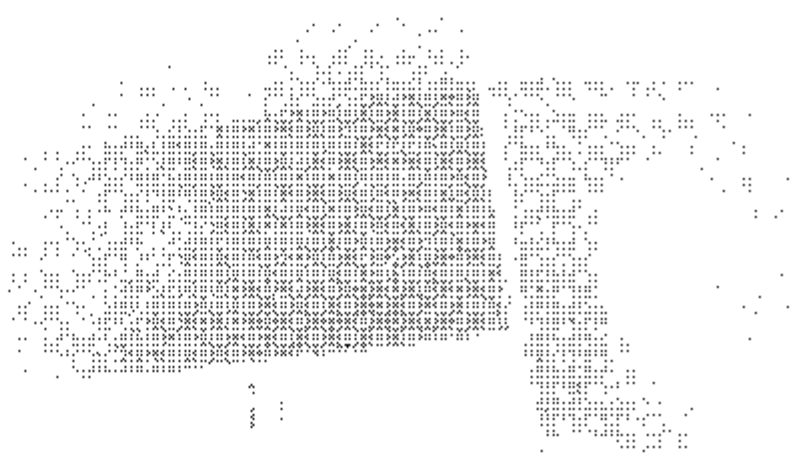
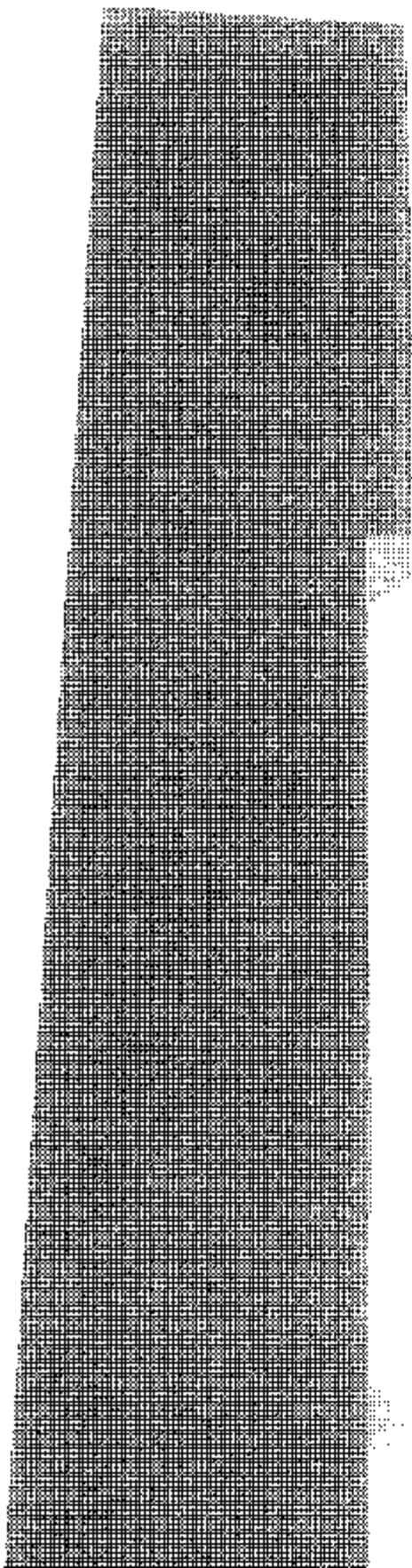
Enclosures: VOQ
DOT Hotline Pamphlet

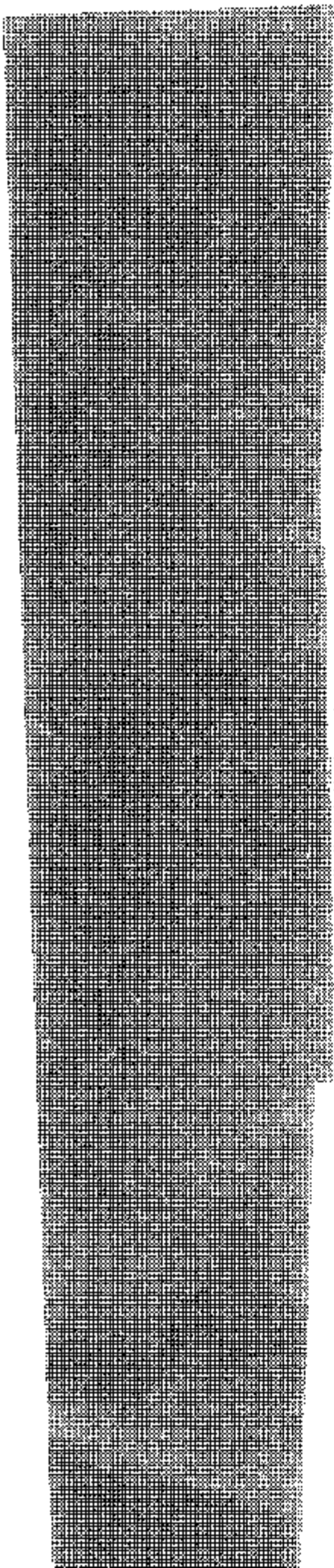


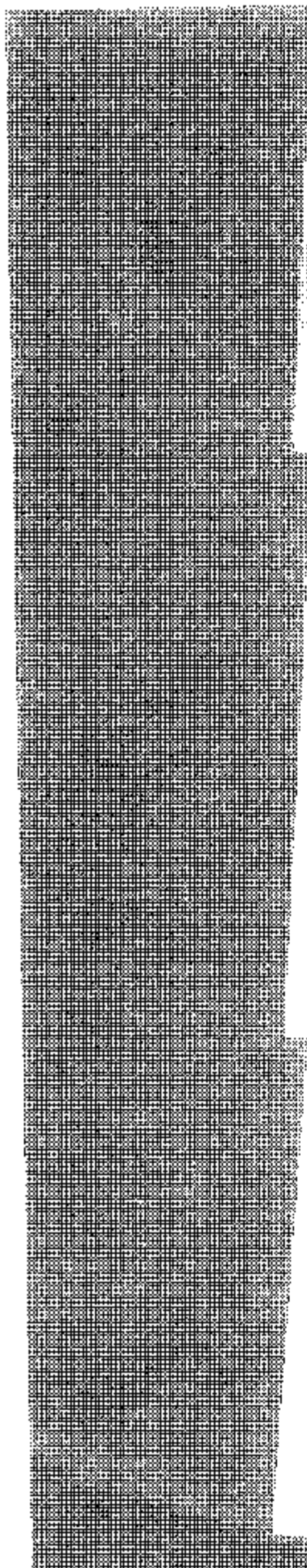
DOT AUTO SAFETY HOTLINE
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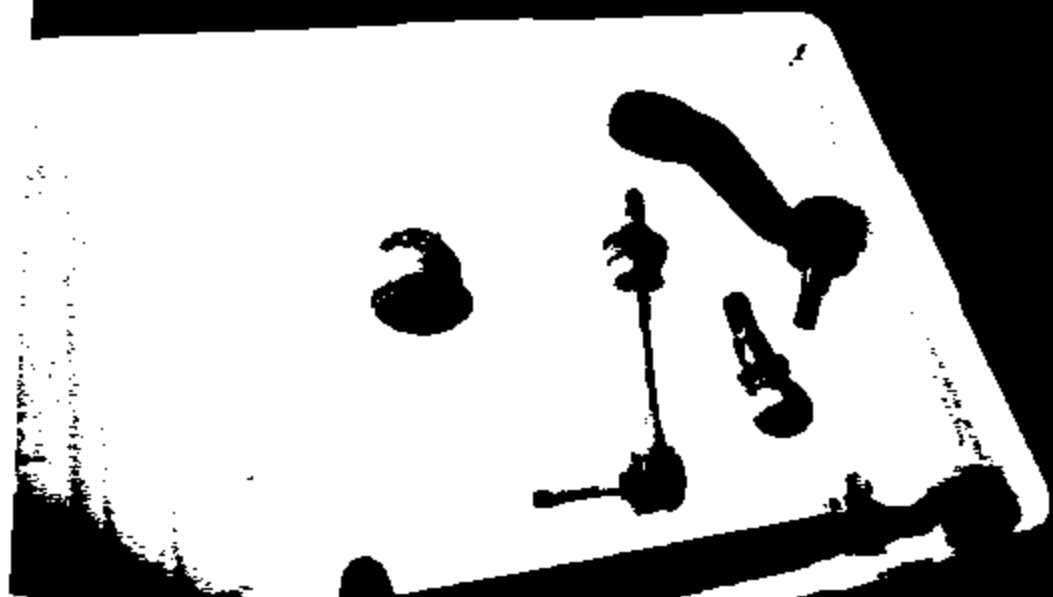












**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**