



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-AUG-2006

Repository

Reference No.  
10165251

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City LAKE PLACID State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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 \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2FAFP74W93X [REDACTED]  
Make: FORD Model: CROWN VICTORIA Model Year: 2003  
Date Purchased: 01-SEP-04 Dealer's Name and Telephone Number: \_\_\_\_\_ Engine: No: Cylinders 8 Fuel Type: Gas  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: REAR WHEEL DRIVE  
Vehicle Component Code: 106200 POWER TRAIN:AXLE ASSEMBLY:AXLE SHAFT  
Multiple Failure: 1

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

Incident Date(s): 11-AUG-2006 Failure Mileage: 41000 Failure Speed: 65  
*Rear end bearing(s) and/or gears.*

**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: DOTMAL9ABC036): \_\_\_\_\_  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).

DT\*: THE CONTACT STATED THERE WAS A HUMMING NOISE COMING FROM THE REAR AXLE DIFFERENTIAL AREA. THE SOUND BEGAN AT 30 MPH AND CONTINUED UP TO 65 MPH. THERE WAS A NHTSA RECALL, # 04V328000, REGARDING THE SUSPENSION: REAR. THE VEHICLE WAS NOT INCLUDED IN THE RECALL DUE TO THE VIN. \*AK

*Please see receipts from two repair shops that have examined my vehicle and confirm that there is bearing failure in the rear-axle differential area. Sears replaced the right rear wheel bearing but this did not fix the problem. Hear-Hand Motors diagnosed the noise as coming from the rear end - possible gear or bearing failure.*

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)

Recall 04V328000 identifies consequence of rear bearing failure leading to axle failure and loss of drive friction could lead to a crash. I believe the noise I am hearing is that of bearing failure in the rear end. This is "unheard of at 41,000 miles" as stated by the mechanic at Heartland Motors. I believe my vehicle falls into the recall by virtue of its date of manufacture and the type of failure. Please help me get Ford to recall my vehicle before I am involved in a axle failure/crash.

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



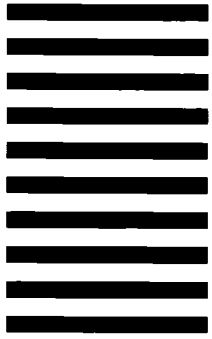
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BUSINESS REPLY MAIL

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-210 400 7th Street, SW Washington, DC 20590



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration



# Transmission and Drivetrain: All Technical Service Bulletins Recall 04V328000: Potential Rear Axle/Bearing Failure

Make / Models : Model/Build Years:


Ford / Crown Victoria 2003

Lincoln / Town Car 2003

*Date of manufacture  
11-02*

MANUFACTURER : FORD MOTOR COMPANY

NHTSA CAMPAIGN ID Number : 04V328000 Recall Date : JUL 06, 2004

*2 FAFP74W93K* 

Component: SUSPENSION:REAR

Potential Number Of Units Affected : 47314

### SUMMARY:

Certain police, commercial, and passenger vehicles sold to fleets typically input higher loads into the vehicle chassis overloading the wheel bearings and axles.

### CONSEQUENCE:

This could lead to early bearing failure and ultimately to axle shaft fracture. In the event of axle shaft fracture, the vehicle would lose drive function and would coast to a stop. loss of drive function could lead to a crash.

### REMEDY:

Dealers will replace the rear wheel bearings, seals, and axle shafts. The Recall began on July 15, 2004. Owners should contact Ford at 1-800-392-3673.

### NOTES:

FORD RECALL NO. 04S16. Customers can also contact the National Highway Traffic Safety Administration Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

*www.nhtsa.gov*

*customersaskford.com*

*866-436-7332 Recall Information*

*8/10/06 - per Joanne of Ford Cust. Retat Center there  
are <sup>no</sup> applicable recalls on my VIN #.*

*8/11/06 - Martinez @ NHTSA*

## Transmission and Drivetrain: All Technical Service Bulletins

### Drivetrain - Premature Axle Bearing Wear

Article No.

03-5-5

03/17/03

AXLE - REAR AXLE SHAFT AND/OR AXLE BEARING

PREMATURE WEAR - VEHICLES PRODUCED

BEFORE 1/1/2003 ONLY

FORD:

2003 CROWN VICTORIA

LINCOLN:

2003 TOWN CAR

MERCURY:

2003 GRAND MARQUIS

Article 02-25-3 is being republished in its entirety to update the model line coverage.

#### ISSUE

Some 2003 Town Car (except Limo and Hearse chassis), Crown Victoria and Grand Marquis vehicles produced before 1/1/2003, may exhibit rear axle shaft and/or axle bearing premature wear. This is caused by excessive load, temperature, and inadequate lubrication.

#### ACTION

To service, install Rear Axle Bearing Service Kit, Part Number 3W1Z-4A109-AA. Refer to the instruction sheet included with the service kit.

PART NUMBER	PART NAME
3W1Z-4A109-AA	Rear Axle Bearing Service Kit

#### Parts Block

OTHER APPLICABLE ARTICLES: NONE

SUPERSEDES: 02-25-3

WARRANTY STATUS: Eligible Under The Provisions Of Bumper To Bumper Warranty Coverage

OPERATION	DESCRIPTION	TIME
030505A	Install Axle Bearing Service kit	1.5 Hrs.

#### DEALER CODING

BASIC PART NO.

4234

CONDITION

CODE

42

OASIS CODES: 509000, 510000, 703200, 7033

**NOTE:** The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

#### Disclaimer

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).