



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 100146

Date Received **MAY -4 AM 7:41**
16-APR-2007
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CARMEL State IN 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 a signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date **4/23/07**

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2FALP74W9SX [REDACTED]
Make FORD Model CROWN VICTORIA Model Year 1995
Date Purchased 15-MAR-97 Dealer's Name and Telephone Number **NO LONGER IN BUSINESS DELLEN LINCOLN MERCURY** Engine: No: Cylinders Fuel Type: Gas
Original Owner Dealer's City **96TH + E. LAKESHORE DR CARMEL, IN 46033** State IN Zip Code 46033
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-AUG-2003 Failure Mileage 49200 Failure Speed [REDACTED]
PITMAN ARM NHTSA ID 96V135000
FORD SAYS THEY DON'T KNOW ISSUED 7/17/96
of vehicles 72-000

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: DOTM19ABC036) 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 0 Number of Deaths 0 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).

TL*THE CONTACT OWNS A 1995 FORD CROWN VICTORIA. THE VEHICLE HAD THE SAME FAILURE AS MENTIONED IN RECALL # 96V135000. IN 2003, THE VEHICLE ACCELERATED, BUT THE CONTACT WAS UNABLE TO TURN THE STEERING WHEEL. THE CONTACT SHUT THE VEHICLE OFF, AND HAD IT TOWED TO THE PERSONAL MECHANIC. THE MECHANIC STATED THAT THE BALL JOINTS WERE CORRODED AND DETACHED FROM THE SOCKETS. IN ADDITION, THE PITMAN ARMS WERE NOT LUBRICATED. THE MANUFACTURER STATED THAT THERE WERE NO RECALLS ON THE VEHICLE. ON APRIL 8, 2007, THE VEHICLE WAS INVOLVED IN A CRASH. THE INSURANCE COMPANY CHECKED THE VEHICLE'S HISTORY AND STATED THAT THE VEHICLE WAS INCLUDED IN A RECALL. THE CONTACT CALLED THE MANUFACTURER AGAIN, AND WAS STILL BEING INFORMED THAT THERE WAS NEVER A RECALL ON THE VEHICLE. THE CURRENT MILEAGE WAS 89,200, AND FAILURE MILEAGE WAS 49,200. *AK Just like NHTSA ID 96V13500. I have the defective parts lost control of vehicle on Easter day this year + totalled it when running into a ditch. Similar to NHTSA ID 32220 issued 12/15/98

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 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.