



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

Repository ☐

10-AUG-2007
2007 SEP 10 PM 1:51

Reference No.

10199041

OWNER INFORMATION (Type or Print)

Name

Address

City

HIGHLANDS

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 8/23/07

VEHICLE INFORMATION

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

1LNLM82W8V

Make

LINCOLN

Model

TOWN CAR

Model Year

1997

Date Purchased
01-JAN-02

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

FRONT WHEEL DRIVE

Vehicle Component Code

021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-JUN-2007

Failure Mileage

100000

Failure Speed

15

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: DOTM9ABC036)

☐ 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

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 1997 LINCOLN TOWN CAR. THE CONTACT STATED THAT THE UPPER CONTROL ARM MAKES A HORRIBLE SQUEAKING AND POPPING NOISE AND NEEDS TO BE REPLACED. THE FAILURE OCCURRED WHILE DRIVING 15 MPH. THE DEALER STATED THAT HIS VEHICLE WAS NOT INCLUDED IN RECALL NUMBER 98V322000 (SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT). HE BELIEVES HIS VEHICLE SHOULD BE INCLUDED IN THE RECALL SINCE IT IS EXPERIENCING THE SAME FAILURE. THE CURRENT MILEAGE WAS 102,000 AND FAILURE MILEAGE WAS 100,000.

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.

98V028001: LOWER CONTROL ARM REPLACEMENT

NHTSA RECALL BULLETIN

Reference Number(s): 98V322000

VEHICLE DESCRIPTION

Model(s): 1990-99 Ford Crown Victoria

1990-99 Lincoln Town Car

Campaign No: 98V322000

Number of Affected Vehicles: 175000

Beginning Date of Manufacture: 1996 MAR

Ending Date of Manufacture: 1998 DEC

On certain police, fleet, natural gas, and limousine vehicles.

DESCRIPTION OF DEFECT

The one-piece bearing within the lower control arm ball joint can weaken slowly during use and eventually crack.

CONSEQUENCE OF DEFECT

This could result in separation of the ball and cap of the joint, allowing the control arm to drop to the ground.

CORRECTIVE ACTION

If this occurs while the vehicle is moving, reduced steering control could occur, increasing the risk of a crash.

OWNER NOTIFICATION

Dealers will replace the lower control arm ball joints (2). 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).

ADDITIONAL INFORMATION

The National Highway Traffic Safety Administration operates Monday through Friday from 8:00 AM to 4:00

Nantahala Tire & Car Care

828-526-0283

Monday, August 06, 2007 1:19:02 PM

Page 1

© 2005 MRIC, LLC and Snap-on Technologies, Inc.

8-10-07
Confirmation
10/99041

1997 Lincoln Town Car Signature

98V028001: LOWER CONTROL ARM REPLACEMENT NHTSA RECALL BULLETIN

PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing impaired, call (800) 424-9153.