



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 ☐

Reference No.
10209529

2007 DEC 27 AT 9:56

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City VIRGINIA BEACH

State VA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 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
2FAFP74WX3 [REDACTED]

Make
FORD

Model
CROWN VICTORIA

Model Year
2003

Date Purchased
01-AUG-03

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
022000 SUSPENSION:REAR

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-NOV-2006

Failure Mileage
21000

Failure Speed
25

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: DOTM19ABC036)

☐ 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 2003 FORD CROWN VICTORIA. WHILE DRIVING 25 MPH OR GREATER, THE CONTACT HEARD A RUMBLING NOISE COMING FROM THE REAR PASSENGER SIDE OF THE VEHICLE. AS OF NOVEMBER 20, 2007, THE DEALER HAD NOT INSPECTED THE VEHICLE. THE CONTACT TOOK THE VEHICLE TO A MECHANIC AND HE STATED THAT THE PASSENGER SIDE REAR WHEEL BEARING CAUSED THE FAILURE. THE MECHANIC REPLACED THE REAR AXLE, BEARINGS, AND OIL SEAL. THE DEALER STATED THAT HIS VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 04V328000 (SUSPENSION: REAR). THE FAILURE MILEAGE WAS 21,000 AND CURRENT MILEAGE WAS 36,289.

1. The dealer refused to inspect car because I was asking for the recall warranty.
2. The failed bearing rides on the axle and destroyed the axle which had to be replaced. See enclosed letter from Ford dated Aug 2004 "Reason for this safety recall" attached.

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.

Transmission and Drivetrain: All Technical Service Bulletins Dealer Letter



Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

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

August 2004

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: Safety Recall 04S16: Supplement #1
Certain 2003 Model Year Ford Crown Victoria Police/Commercial and Lincoln Town Car
Vehicles Sold to Fleets
Rear Axle Shaft Fracture

Ref: Safety Recall 04S16 Dated July 6, 2004
Certain 2003 Model Year Ford Crown Victoria Police/Commercial and Lincoln Town Car
Vehicles Sold to Fleets
Rear Axle Shaft Fracture

New!

REASON FOR THIS SUPPLEMENT

This bulletin is being re-issued to add a reminder to the Technical Instructions regarding re-installation of the differential cover shield if previously installed on CVPI vehicles under Optional Upgrade Program 02B02, and/or the re-installation of any other components removed while performing Safety Recall 04S16.

AFFECTED VEHICLES

- Certain 2003 model year Ford Crown Victoria Police/Commercial (Body codes P70, P71 and P72) vehicles built at the St. Thomas Assembly Plant from October 10, 2001 through December 4, 2002.
- Certain 2003 model year Lincoln Town Car vehicles sold to fleets (Body codes M84 and M81 ordered with FIN code) built at the Wixom Assembly Plant from November 14, 2001 through December 3, 2002.

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on July 8, 2004.

REASON FOR THIS SAFETY RECALL

Due to significant differences in vehicle design and customer usage, the affected vehicles typically input higher loads into the vehicle chassis during fleet usage, overloading the wheel bearings and axles. This may lead to early bearing failure and ultimately, 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 vehicle crash.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to install an axle repair kit consisting of new rear axle shafts, rear wheel bearings, and rear axle seals. This must be performed on all of the affected vehicles in your inventory as well as vehicles that have been delivered to customers.

Based on our records, vehicles that were previously repaired with axle repair kit 3W1Z-4A109-AA (introduced with Technical Service Bulletin #03-05-05) do not require any further repair and are not included in this program.

PLEASE NOTE:

Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding safety recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Sincerely,

Frank M. Ligon

Frank M. Ligon

[Print Page Click Here](#)*Dealers response
to problem.* [REDACTED]**OASIS RESULT:****2FAFP74WX3X** [REDACTED]08/24/2007
08:00:31
FCXWS447

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VEHICLE INFORMATION**VEHICLE DESCRIPTION**

2003 CROWN VICTORIA

TRANSMISSION

4R70W (SHARONVILLE)

BODY STYLE

4 DR SEDAN LX

AXLE CODE

58

ENGINE

4.6L SOHC (ROMEO)

ENGINE CALIBRATION

3FB1AB0A

NO WARNING MESSAGES FOUND FOR THIS VIN**ARN MESSAGES**

ATTENTION TECHNICIANS AND SERVICE MANAGERS:

BEFORE ADDRESSING AIR SUSPENSION COMPRESSOR NOISE, PLEASE SEE TSB 06-02-14**GENERAL WARRANTY INFORMATION****WARRANTY START DATE**

05/12/2003

BUILD DATE

10/21/2002

SALE MILEAGE

00152

OUTSTANDING FIELD SERVICE ACTIONS

NO CAMPAIGN MESSAGE(S) FOUND

EXTENDED COVERAGES

NO ESP INFORMATION AVAILABLE

WARRANTY REPAIR HISTORY

NO RECENT REPAIR HISTORY ON VEHICLE

[Click Here for Full Warranty History](#)

| On-line 1878

END OF OASIS REPORT FOR 2FAFP74WX3X [REDACTED]



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

MANUFACTURER : FORD MOTOR COMPANY

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

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).

VIN
2FAFP 74W X3
8AM Dze
Kimmzch Ford
461-6401

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 3WiZ-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	CONDITION
BASIC PART NO. 4234	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

Transmission and Drivetrain: All Technical Service Bulletins Owner Letter



Frank M. Ligon
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

July 2004

Safety Recall 04S16
[Redacted]
[Redacted]

Your Vehicle Identification Number: 123456789012 [Redacted]

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 Model Year Ford Crown Victoria Police/Commercial (Body codes P70, P71, P72), and Lincoln Town Car vehicles sold to fleets (Body codes M84 and M81 ordered with FIN code).

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?

Due to significant differences in vehicle design and customer usage, the affected vehicles typically input higher loads into the vehicle chassis during fleet usage, overloading the wheel bearings and axles. This may lead to early bearing failure and ultimately, 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 vehicle crash.

What will Ford and your dealer do?

Ford Motor Company and your dealer will install new rear axle shafts, rear wheel bearings, and rear axle seals free of charge (parts and labor). We urge you to return to your dealer for this service.

Any vehicles in your fleet that were previously repaired with axle repair kit 3W1Z-4A109-AA (introduced with Technical Service Bulletin #03-05-05) do not require any further repair. Based on our records, previously repaired vehicles have not been included in this program.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What are we asking you to do?

To locate a dealer, call 1-800-34FLEET. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone).

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Have you previously paid for this repair?

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 1904, Dearborn, Michigan 48121. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

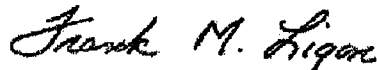
If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 6:00PM Monday through Friday (Eastern Time Zone).

Or you may contact us through the internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations

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