



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 2008 MAY -5 AM 7:18

FOR AGENCY USE ONLY 100148

Date Received

Repository

14-APR-2008

Reference No.

10224404

OWNER INFORMATION (Type or Print)

Name

Address

City

BETHANY

State

OK

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 4/24/2008

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side

2FAFP74W3

Make

FORD

Model

CROWN VICTORIA

Model Year

2003

Date Purchased

27-SEP-02

Dealer's Name and Telephone Number

BOB HOWARD DOWNTOWN FORD

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City

OKLAHOMA CITY,

State

OK

Zip Code

73102

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

022000 SUSPENSION:REAR

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

31-MAY-2005

Failure Mileage

38071

Failure Speed

70

Failure Mileage

(2) 52940

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 70 MPH, THE REAR OF THE VEHICLE BEGAN MAKING A RUMBLING SOUND. THE VEHICLE WAS SERVICED BY A LOCAL MECHANIC AND THE PASSENGER SIDE AXLE BEARING WAS REPLACED. A YEAR AND A HALF LATER, THE VEHICLE BEGAN TO MAKE THE RUMBLING SOUND AGAIN AND IT WAS RETURNED TO THE LOCAL MECHANIC. THE DRIVER SIDE BEARING WAS REPLACED. THE CURRENT MILEAGE WAS ~~66,000~~ AND FAILURE MILEAGE WAS 38,071 (1) and 52940 (2)

62,000

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 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.

April 24, 2008

[REDACTED]
Bethany, OK [REDACTED]

RE: 2003 Ford Crown Victoria

VIN: 27FAFP74W33 [REDACTED]

Purchase Date: 09/27/2002

Dear Sir,

I am the owner of the 2003 Ford Crown Victoria. I purchased this automobile from Bob Howard Ford in Oklahoma City. The purpose of the purchase was to own a reliable automobile so I could make anticipated trips from Bethany, OK to Lake Jackson, TX to visit family. On a return trip from Lake Jackson, TX, I noticed a roaring sound from the automobile.

I took the auto to a local garage and they were unsure of where the noise was coming from and said that with such low mileage it was a tire rather than a rear wheel axle bearing.

On their advise, I took the auto to Jackie Cooper Tire and they installed the new spare tire and one new tire (receipt for one tire attached). The automobile was taken for a test drive and there was no change in the noise level. The mechanic advised to replace the other two tires which I did (receipt for two tires attached). A total of \$411.58 was spent for new tires and installation. There was no change in the rumbling noise.

I continued to drive the car for approximately another 500 miles at which the rumble noise became more apparent. I returned the car to my local garage and the passenger side axle bearing was replaced with an axle bearing kit. The axle bearing kit re-positions the axle bearing to run on a different bearing surface on the axle. The rumbling noise was no longer heard (receipt for axle bearing replacement attached) Subsequently, it was noticed that the rumbling noise had returned and the second axle bearing was replaced (receipt for the axle bearing replacement attached). A total of \$ \$293.69 was spent for axle bearing kits and installation.

I request the Reynolds Ford Dealer in Oklahoma City be commissioned to replace the rear axles, axle bearings, seals and grease in accordance with the NHTSA Campaign Number 04V328000 and refund \$500.00 for my expenses due to initially defective product.

Thank You,
[REDACTED]

COOPER

JACKIE COOPER TIRE & ELECTRONICS

4117 N.W. 63rd
Phone 848-8656
OKLAHOMA CITY, OKLAHOMA 73116

S.E. 66th & I-35
Phone 634-4535
OKLAHOMA CITY, OKLAHOMA 73129

225 W. Memorial Rd.
Phone 751-8230
OKLAHOMA CITY, OKLAHOMA 73114

Bridgestone / Firestone Dayton Michelin Alpine Sony

Internet Service Paging Service Cellular Phones Clifford Car Alarms

REMIT TO:

P.O. BOX 12954
OKLA. CITY, OKLA. 73157

INVOICE# 670169

SOLD TO:

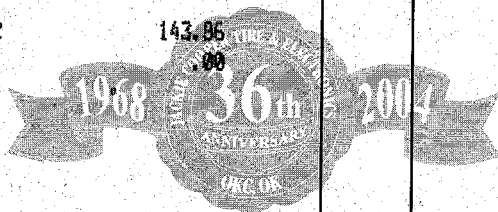
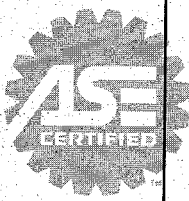
BETHANY

OK

2/06

SAME

SHIP TO:

CUST. PO. #	MAKE-MODEL	TAG	MILEAGE	TELEPHONE	ROUTE	SLM	SHIP VIA	ORDER #	PAGE	REMARKS
	03 CROWN V		37607		0	02	Installed	158308	1	
INVOICE DATE	INVOICE NUMBER	PREVIOUS SHIPPED INVOICE NUMBER	TERMS			Opened by Operator #				
05/25/2005	670169		CASH SALE			05/25/05 15:42:34				
STOCK NUMBER	SIZE	DESCRIPTION	QUANTITY		UNIT PRICE	T	F.E.T.	EXTENSION		
M94213	P225/60TR16	MICH LX4 MM6 GNX97T	1	1	109.95	01	.00	109.95	SERV/MECH	
STD	STATE OF OKLA	SCRAP TIRE DISPOSAL	1	1	1.00		.00	1.00		
VSTEM		RUBBER STEMS	1	1	2.50	01	.00	2.50		
TL5		LIFETIME COMPUTER BALANCE	1	1	10.99		.00	10.99		
RHAD	WARRANTY	ROAD HAZARD ASSISTANCE PROGRAM	1	1	.00		.00	.00		
		FREE ROTATION/REBALANCE EVERY 6000 MILES. FREE ROAD HAZARD COVERAGE - SEE SALESMAN FOR DETAILS								
LAB	LAB	CHANGE SPARE AUTOMOTIVE SERVICE	1	1	10.00		.00	10.00		
METHOD OF PAYMENT:										
CHECK#:		6972								
CHANGE:										
 										
Thanks for Choosing Jackie Cooper										
CUSTOMER SIGNATURE								Sig: DON CHAFFIN		
PARTS	LABOR	TAX %	TAXABLE AMOUNT	TAX	F.E.T.	MISC. AMOUNT	PLEASE PAY THIS AMOUNT			
113.45	20.99		112.45	5.42			143.86			

Any warranties on the products sold hereby are those made by the manufacturer(s) of these products. The above named Dealership hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose, and the said Dealership neither assumes nor authorizes any other person, to assume for it any liability in connection with the sale of said products.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL. ALL SPECIAL ORDERED ITEMS NON-RETURNABLE.

NO REFUNDS ON LAYAWAY. NO REFUNDS AFTER 7 DAYS. NO REFUNDS ON ACTIVATED PAGERS. NO REFUNDS ON INSTALLED ITEMS. 15% RESTOCKING FEE ON RETURNABLE ITEMS.

CUSTOMER COPY

COOPER

JACKIE COOPER TIRE & ELECTRONICS

4117 N.W. 63rd
Phone 848-8656
OKLAHOMA CITY, OKLAHOMA 73116

S.E. 66th & I-35
Phone 634-4535
OKLAHOMA CITY, OKLAHOMA 73129

225 W. Memorial Rd.
Phone 751-8230
OKLAHOMA CITY, OKLAHOMA 73114

Bridgestone / Firestone

Dayton

Michelin

Alpine

Sony

Internet Service

Paging Service

Cellular Phones

Clifford
Car Alarms

REMIT TO:

P.O. BOX 12954
OKLA. CITY, OKLA. 73157

INVOICE# 670174

SOLD TO:



2/06

SHIP TO:

SAME

BETHANY

OK

CUST. PO. #	MAKE-MODEL	TAG	MILEAGE	TELEPHONE	ROUTE	SLM	SHIP VIA	ORDER #	PAGE	REMARKS
	03 CROWN V		37607		0	65	Installed	158313	1	
INVOICE DATE	INVOICE NUMBER	PREVIOUS SHIPPED INVOICE NUMBER	TERMS			Opened by Operator #				
05/25/2005	670174		CASH SALE			05/25/05 16:42:04		4	4	
STOCK NUMBER	SIZE	DESCRIPTION	QUANTITY ORDERED	QUANTITY SHIPPED	UNIT PRICE	T	F.E.T.	EXTENSION		
M94213	P225/60TR16	MICH LX4 W6 GNX97T	2	2	109.95	01	.00	219.90		SERV/MECH
STD	STATE OF OKLA	SCRAP TIRE DISPOSAL	2	2	1.00		.00	2.00		
VSTEM		RUBBER STEMS	2	2	2.50	01	.00	5.00		
TL5		LIFETIME COMPUTER BALANCE	2	2	10.99		.00	21.98		
RHAP	WARRANTY	ROAD HAZARD ASSISTANCE PROGRAM	2	2	.00		.00	.00		
METHOD OF PAYMENT:										
CHECK#:		6973	267.72							
CHANGE:										
CUSTOMER SIGNATURE					SIGNATURE: JEREMY W.					
PARTS	LABOR	TAX %	TAXABLE AMOUNT	TAX	F.E.T.	MISC. AMOUNT	PLEASE PAY THIS AMOUNT			
225.90	21.98		224.90	18.84			267.72			

Any warranties on the products sold hereby are those made by the manufacturer(s) of these products. The above named Dealership hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose, and the said Dealership neither assumes nor authorizes any other person, to assume for it any liability in connection with the sale of said products.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.
ALL SPECIAL ORDERED ITEMS NON-RETURNABLE.

NO REFUNDS ON LAYAWAY.
NO REFUNDS AFTER 7 DAYS.
NO REFUNDS ON ACTIVATED PAGERS.
NO REFUNDS ON INSTALLED ITEMS.
15% RESTOCKING FEE ON RETURNABLE ITEMS.

CUSTOMER COPY

MOORE'S GARAGE INC.
 NAPA AUTOCARE CENTER
 6509 NW 36TH
 BETHANY, OK 73008
 405-789-7855

Bethany, OK

Year	2002	EngineInfo	4.6L	Page 1	
Model	FORD				
Make	CROWN VICTORIA	Job Type	INVOICE	Date Started	05/31/05
License #		Odometer In	38171	Date Completed	05/31/05
Vin #		Odometer Out	38171	Invoice #:	17842

Fax

Part Number	Qty	Description	Price	Extension
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LABOR

REPLACE RR AXLE BEARING 97.50
LABOR Total \$ 97.50

Parts

1.00 BEARING ASM. 36.95 36.95
 4.00 REAR END GREASE 1.25 5.00
Parts Total \$ 41.95

Supplies

03 1.00 SHOP SUPPLIES & WASTE DISPOSAL 3.00 3.00
Supplies Total \$ 3.00

Sub Total 142.45
Sales Tax 3.57
Total 146.02

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. From the date of delivery for a period of 3,000 miles or 90 days, whichever comes first, we will repair free of charge, any defects in material or workmanship. This will of course exclude towing.

MOORE'S GARAGE INC.
NAPA AUTOCARE CENTER
6509 NW 36TH
BETHANY, OK 73008
405-789-7855

Bethany, OK

Year	2003	EngineInfo	4.6L	Page 1	
Model	FORD				
Make	CROWN VICTORIA	Job Type	INVOICE	Date Started	11/28/06
License #		Odometer In	52940	Date Completed	11/28/06
Vin #		Odometer Out	52948	Invoice #:	20449

Part Number	Qty	Description	Price	Extension
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LABOR

1.00	REPLACE LR WHEEL BEARING	90.00	90.00
LABOR Total \$			90.00

Parts

1.00	REPAIR BEARING	42.55	42.55
4.50	REAR END GREASE	1.25	5.63
Parts Total \$			48.18

Supplies

03	1.00	SHOP SUPPLIES & WASTE DISPOSAL	5.40	5.40
Supplies Total \$			5.40	

Home

<u>Sub Total</u>	<u>143.58</u>
<u>Sales Tax</u>	<u>4.09</u>
<u>Total</u>	<u>147.67</u>

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. From the date of delivery for a period of 3,000 miles or 90 days, whichever comes first, we will repair free of charge, any defects in material or workmanship. This will of course exclude towing.