



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

18-JUL-2008

Repository

Reference No.  
10234808

**OWNER INFORMATION (Type or Print)**

Name

Address

City

LAUREL

State

MS

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of a signature or address to the vehicle manufacturer.  YES  NO  
Signature of Owner \_\_\_\_\_ Date 9/12/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1LNHM87A4

Make  
LINCOLN

Model  
LS

Model Year  
2003

Date Purchased

8-26-04

Dealer's Name and Telephone Number

Woolwine Ford 601-765-4461

Engine:

No: Cylinders

8

Fuel Type:

GAS

Original Owner

Dealer's City

COLLINS

State

MS

Zip Code

Transmission Type

5R55N  
AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

unsure

Vehicle Component Code

200000 WHEELS

Multiple Failure:

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

Incident Date(s)  
10-MAR-2006

Failure Mileage  
165000

Failure Speed  
70

**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 LINCOLN LS. WHILE DRIVING 70 MPH, THE VEHICLE SUDDENLY BEGAN TO WOBBLE FROM SIDE TO SIDE. THE CONTACT THOUGHT SHE HAD A FLAT TIRE, BUT DISCOVERED THAT THE LUG NUTS AND STUDS HOLDING THE WHEEL HAD FAILED. THE DEALER STATED THAT HER VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 03V136000 (WHEELS). THE CONTACT HAS REPLACED ONE REAR WHEEL, BUT THE SAME ONE NEEDS TO BE REPLACED AGAIN. THE FAILURE MILEAGE WAS 165,000.

This was May 2008. Parts were \$218.36, can't find receipt, but purchased Bill Ethridge, Meridian, MS, on 5-19-08, overflow jug was included.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Attached is copy of 1st wheel I had to purchase on 3-10-06 for \$ 334.17 + tax. Then May 2008, details on reverse side. I purchased all new lug nuts & bolts however, wheel has damage described in recall of 2003. I haven't had money to purchase another wheel and I do not feel safe with that wheel. I am currently unemployed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

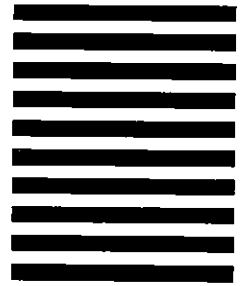


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

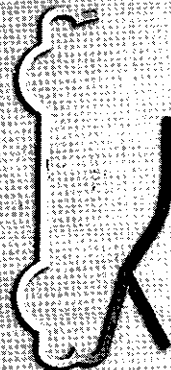
**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382



Think your vehicle has a safety defect?



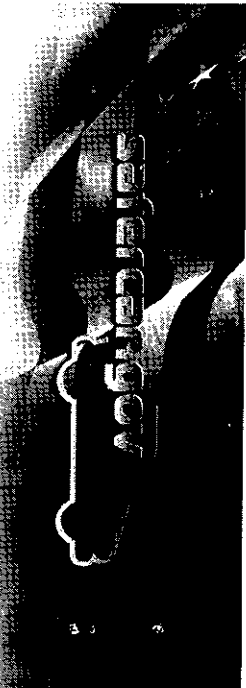
If so:  
Use the enclosed form to file a report.

or visit:  
[www.safercar.gov](http://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





2018 Highway 15 North  
 P.O. Box 2608  
 Telephone (601) 649-4511  
 LAUREL, MS 39442-2608

ADVISOR <b>BRIAN MARTIN</b>	25706	TAG NO.	03/10/06	INVOICE NO. <b>LICS44885</b>
LABOR RATE	LICENSE NO.	77,158	COLOR <b>CREAM/</b>	STOCK NO.
LAUREL, MS	03/LINCOLN/LINCOLN LS/4DR		03/07/06	
YEAR MAKE MODEL		1 L N H M 8 7 A 4 3 Y		
REQUESTED BY		DOCUMENTS		
		<b>MO: 77159</b>		

LABOR	DESCRIPTION	TECH(S)	PRICE
J# 1 01FOZ	WHEELS HUBS & DRUM TRACTION CONTROL LIGHT IS ON DAMAGED RH REAR WHEEL BEARING/SPINDLE ASSY PERFORMED EEC, ABS TESTS, TEST DROVE, PLACED VEHICLE ON LIFT VISUAL INSPECTION, REMOVED/REPLACED RH REAR SPINDLE ASSY CLEARED DTCS RETESTED TEST DROVE NO CONCERNS AT THIS TIME	:84	260.00
J# 2 10FOZ	ELECTRICAL ETC ENGINE FAIL SAFE MODE KEEPS FLASHING DUE TO CONCERN IN JOB ONE NO REPAIRS MADE AT THIS TIME JOB #1 FIXED REPAIR	:84	0.00
J# 3+02FOZ Added Operation (BRIAN @ 03/07/2006 13:30)	BRAKE SERVICE INSTALL BRAKE PADS PER CUSTOMER REQUEST CUSTOMER HAS OWN BRAKE PADS BRAKE ROTORS WORN/WARPED REMOVE/REPLACE REAR BRAKE ROTORS/PADS TEST DROVE NO CONCERNS AT THIS TIME	:84	97.50
TOTAL - LABOR			357.50

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	243-58715-AA	KNUCKLE AND HU	465.08	424.73	424.73
JOB # 3	2	2122-1V125-EA	ROTOR ASY	53.93	53.93	107.86
JOB # 3	1	342-1012-EA	WHEEL ASY	365.91	334.17	334.17
TOTAL - PARTS						866.76

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	E.P.A. CHARGES		17.88
TOTAL - MISC				17.88

TECHNICIAN CERTIFICATION  
 84 DAVID A MORGAN 8573

OK# [Signature]

MAR 10 2006 [Stamp]

SERVICE & PARTS  
 MON.-FRI.  
 7:30 A.M. - 5:30 P.M.  
 SAT.  
 8:00 A.M. - 6:00 P.M.  
 Quick Lane  
 7:30 A.M. - 6:00 P.M.

ALL PARTS INSTALLED  
 ARE NEW UNLESS  
 OTHERWISE  
 SPECIFIED

SUPPLIES - A token charge  
 is included for HAZARDOUS  
 WASTE DISPOSAL and sup-  
 plies used on your vehicle.  
 Add code supply items are  
 Nuts, bolts, washers, tape,  
 pins, aerospray, shellac,  
 solvent, rags, carburetor  
 cleaner, towels, solder, bat-  
 tery cleaner, wire, window  
 sealer, etc.

DISCLAIMER OF WARRANTIES  
 ALL EXPRESSED WARRANTIES.  
 IF ANY, BY A MANUFACTURER  
 OR SUPPLIES ARE THEIRS.  
 NOT THE DEALERS, UNLESS  
 OTHERWISE PROVIDED IN  
 WRITING AND FURNISHED  
 TO THE BUYER BY THE DEAL-  
 ER. MISSISSIPPI'S IMPLIED  
 WARRANTY LAW MAY GIVE  
 THE BUYER ADDITIONAL  
 RIGHTS.

\$8.00 A DAY STORAGE CHARGE  
 AFTER 5 DAYS OF COMPLETION

[REDACTED]  
Laurel, MS [REDACTED]  
Telephone: [REDACTED]

September 12, 2008

In July 2008, I was having a different problem with the car and surfing the net in regard to that problem. I found the recall on the wheels and I called Lincoln to find out the manufacture date of my car. It fell in the dates on the recall notice therefore; I called Lincoln back to see if the repairs had been made to my vehicle prior to me purchasing the vehicle in 2004. All Lincoln could tell me was that there were no outstanding recalls on my vehicle. They could not tell me anything about the repairs being made. It was at this time, I call the National Highway Traffic & Safety Administration.

The Recall ID #71598 stated on certain passenger vehicles equipped with 17 inch chrome wheels, the chrome wheels were not heat-treated. These wheels may crack at the lug-nut holes, which could result in the loss of the lug-nut torque.

This is what happened on both occasions, the first time I replaced the wheel. However, in May 2008, I did not replace the wheel, only the lug nuts and studs which broke clean off. I am un-employed and have not had the money to replace the wheel, which I feel is unsafe. I believe that these wheels were in the recall in 2003, and were not taken in to be replaced on the recall and Lincoln can't tell me whether or not it was done.

