



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

23-APR-2009

Repository ☐

Reference No.
10266526

OWNER INFORMATION (Type or Print)

Name

Address

City

MARIDAN

State

CT

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 use your name or address to the vehicle manufacturer.

Signature of Owner

Date 4/29/09

VEHICLE INFORMATION

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

1LNHM83W23Y

Make

LINCOLN

Model

TOWN CAR

Model Year

2003

Date Purchased

4-2003

Dealer's Name and Telephone Number

Town Country Lincoln

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Middletown

State

CT

Zip Code

Transmission Type

A

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

18-APR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 022000 SUSPENSION: REAR

Failure Mileage
41000

Failure Speed
0

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).

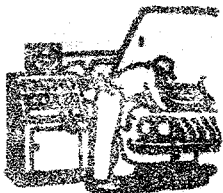
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2003 LINCOLN TOWN CAR. THE REAR AXLES SUDDENLY BECAME WORN AND THERE WERE NO UNUSUAL NOISE INDICATORS THAT WERE UNFAMILIAR TO HIM. A MECHANIC ADVISED HIM THAT THE BEARINGS AND AXLES NEEDED TO BE REPLACED. HE ALSO STATED THAT NHTSA CAMPAIGN ID NUMBER: 04V328000 COMPONENT: SUSPENSION:REAR IS RELATED TO THE FAILURE; HOWEVER, HIS VEHICLE DID NOT QUALIFY FOR THE RECALL. THE FAILURE AND CURRENT MILEAGES WERE 41,000.

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.



BOB'S GARAGE & AUTO BODY, INC.

"Meriden's Auto Surgeon - Dr. Robert Preece"

444 Colony Street • Meriden, CT 06450

(203) 238-1426

SERVICE ORDER

(MR., MRS., MISS, MS, ETC.)

ADDRESS

CITY

STATE

ZIP CODE

Meriden CT

DELIVER WILL CALL	TIME	DATE	YEAR
J. Lincoln Jr.		2003	
BUSINESS PHONE	HOME PHONE		
[REDACTED]			
LICENSE NO.	[REDACTED]		
DATE SERVICED	4-23-09		
MILEAGE	41337		
ORDER ESTIMATED BY	EMR. NO. OR INITIALS B		

REPAIR INSTRUCTIONS

ESTIMATE

VIN# 1LN4MP3W23Y

ORIGINAL ESTIMATE

AUTHORIZED BY

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

PHONE

DATE

TIME

REVISED ESTIMATE

REASON

ADDITIONAL COST

AUTHORIZED BY

☐ IN PERSON
☐ PHONE

DATE

TIME

Replace 2 Rear Axles Brgs & Seals

VEHICLE CHECK

CHECK ITEMS REQUESTED

PARTS

CO₂

LABOR

TIRES RF LF LR RR SPARE

GOOD

FAIR

UNSAFE

LBS.

INFLATE TO F LBS. R LBS.

INSPECT CV BOOTS/JOINTS

INSPECT SHOCKS & UNIVERSAL JOINTS

INSPECT MUFFLERS/PIPES

INSPECT BRAKES LINING HOSES

INSPECT IDLER ARM/STEERING LINKAGE

INSPECT DRAIN PLUGS RECHECK

INSPECT TRANSMISSION/DIFFERENTIAL LEVELS

INSPECT WIPER BLADES

INSPECT & TEST COOLING SYSTEM + -

INSPECT POWER STEERING & BRAKE FLUID

INSPECT & TEST BATTERY/TERMINALS

INSPECT FILTERS AIR EMISSION FUEL

INSPECT PCV VALVE

INSPECT HOSES/BELTS

INSPECT & TEST ALL LIGHTS

INSPECT & TEST EMERGENCY BRAKE

INSPECT & LUBE DOOR HINGES

LUBRICATION AND/OR VEHICLE CHECK

QTS.

OIL @

AIR CONDITIONING SERVICE

ALIGNMENT, FRONT END

BATTERY SERVICE/SALE

BRAKE SERVICE

COOLING SYSTEM SERVICE

EMISSION CONTROLS

ENGINE DIAGNOSIS

FILTER, AIR

FILTER, GAS

FILTER, OIL

RAD. HOSE/V-BELT

SHOCK ABSORBERS

TIRE SERVICE/SALE

TRANSMISSION SYSTEM

TUNE UP

VEHICLE INSPECTION

WHEEL BALANCE/PACK

OTHER MERCHANDISE & SERVICE

2 Rr Axle Shafts 3W12 4234 A

177.82 Each 35564

2 Rr Axle Brgs 3W12 1225 AA

3377 Each 6754

2 Rr Axle Seals 3V22 15177 AA

6.98 Each 1396

3 GTS 80W90 Gear Lube

30.00

1 Tube Seal for Cover

10.00

LABOR:

Locate Noise - Replace

Rr Axles - Bearing & Seals

40 360.00

ReSeal Cover Clean Out

Rr END Houdsing From Model

Shoe Smooth 21.60

Chips

ENVIRONMENTAL FEE 6.00

LABOR TOTAL 360.00

PARTS TOTAL 477.14

TAX 51.89

WE RECOMMEND THE FOLLOWING REPAIRS. THEY ARE LISTED BY THEIR URGENCY.

WORK AUTHORIZED

NEEDS

I, the Registered Owner, authorize you to perform the above repairs and furnish all materials and include any necessary sublet work in the above estimate. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hrs. after notification that repairs are completed. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto, including those from any prior work or repair contract on this vehicle. In the event an attorney is retained to foreclose this lien or to bring suit for collection of any sums due, I agree to pay costs of collection and reasonable attorney fees. Receipt of a copy of this order is hereby acknowledged.

CUSTOMER SIGNATURE

GALS.

GASOLINE @

INVOICE NUMBER

468040

TOTAL

916.63

ALL PARTS NEW UNLESS OTHERWISE SPECIFIED

CUSTOMER'S ESTIMATE

Thank You

Vehicle: 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 3W1Z-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

BASIC PART NO.

4234

CONDITION

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

Vehicle: 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).

new-2003
CAR-ID#
1LNHM83W23Y [REDACTED]

Completed - 100-66526