



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

OCT 20 2009

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

29-SEP-2009

Repository ☐

Reference No.
10285646

OWNER INFORMATION (Type or Print)

Name

Address

City

PEA BODY

State

MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LNHM81W53Y

Make

LINCOLN

Model

TOWN CAR

Model Year

2003

Date Purchased

1/21/2003

Dealer's Name and Telephone Number

ED HOWARD LINCOLN-MERLUCKY

Engine:

No: Cylinders

8

Fuel Type:

GAS

Original Owner

☐

Dealer's City

SARASOTA

State

FL

Zip Code

34231

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

26-SEP-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 022000 SUSPENSION: REAR

RIGHT REAR AXEL SHAFT, WHEEL BEARING &

FILTER, RIGHT REAR EMERGENCY BRAKE SHOES

Failure Mileage

64000

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

Number of Deaths

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 CONTACT NOTICED THAT THE REAR WHEEL BEARINGS WERE LEAKING. HE NOTIFIED THE MANUFACTURER IN REFERENCE TO RECALL# 04V328000, REAR SUSPENSION; HOWEVER, HE WAS ADVISED THAT SINCE HIS VIN WAS EXCLUDED HE IS INELIGIBLE FOR A FREE REMEDY. NO REPAIRS WERE MADE. THE FAILURE AND CURRENT MILEAGES WERE 64,000.

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.

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

FORTUNATELY THIS COMPONENT FAILURE WAS DISCOVERED DURING A NORMAL MAINTENANCE VISIT TO REPLACE OIL AND FILTER AND BEFORE ANY SERIOUS ROAD FAILURE OCCURRED. AT THE TIME, I WAS INFORMED, BY THE MECHANIC, THAT A RECALL FOR THIS EXACT PROBLEM WAS ISSUED BY FORD MOTOR CO. WHEN I CALLED A LOCAL DEALER I WAS TOLD NO RECALL EXISTED. WHEN I CALLED FORD CUSTOMER SERVICE I WAS TOLD THAT THERE WAS A RECALL FOR THAT EXACT PROBLEM BUT IT DID NOT APPLY TO MY VEHICLE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Peabody, MA

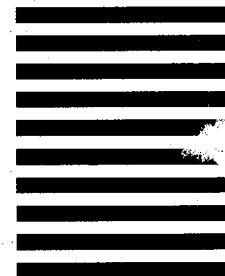
National Highway
Traffic Safety
Administration

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 Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



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

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owners Questionnaire
U.S. Department of Transport.
National Highway Traffic Safety Admin.

atlon

(781) 324-9407

**PAY THIS
AMOUNT** 



Home | Account | Contact ALLDATA | Log Out | Help

LINDEN AUTOMOTIVE SVC

Select Vehicle | New TSBs | Technician's Reference | Component Search:

OK

Conversion Calculator

2003 Lincoln Town Car V8-4.6L SOHC VIN W

Vehicle Level → Transmission and Drivetrain → Drive Axles, Bearings and Joints → Technical Service
Bulletins → Recalls → Recall 04V328000: Potential Rear Axle/Bearing Failure

Recall 04V328000: Potential Rear Axle/Bearing Failure

Notes

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).

*Ford M. Comp
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126*

*Complaint
10285646*

CONTINUED REMARKS

I HAVE ENCLOSED COPIES OF THE REPAIR
BILL AND OF THE RECALL NOTICE.

ALSO, PLEASE BE AWARE THE OFFICIAL OWNER
OF THE VEHICLE IS MY WIFE MRS. [REDACTED]
AT THE SAME ADDRESS.
[REDACTED]