

CL-10383693-6898 NVS-200  
FEB 11 2011

[Redacted]  
Bayonne, New Jersey [Redacted]

February 2, 2011

RECEIVED  
2011 FEB 10 P 12:23

RECEIVED - NHTSA

Administrator  
National Highway Traffic Safety Administration  
400 Seventh Street, SW.  
Washington, DC 20590

Comp # ODI 10379969

Dear Sir or Madam:

When I brought my 2003 Crown Victoria to Midas Muffler, they told me there was a recall on 2003 Crown Victoria. He said I was very fortunate that the rear wheels did not fly off and cause a horrific accident.

I took the vehicle to Jersey City Ford on Rt.440, Jersey City, NJ 07305 for repairs. They told me that even though my 2003 Crown Victoria had the exact problem stated in the letter, my automobile was not eligible because it did not have the vin number. My Vin # is: 2FAFP74W53X [Redacted]. The dealer could not understand the discrepancy and could not repair my car under the recall.

This situation presents a serious danger to those who are driving 2003 Crown Victoria and immediate steps should be taken to save lives.

Sincerely,

[Redacted Signature]

C: Frank M Ligon, Director  
(Ford Service Engineering Operations)  
Arnold Diaz, "Shame, Shame, Shame"  
NJ Attorney General

LC  
2-15-11  
TRW

858-9397

ALLDATA Online Home | Account | Contact ALLDATA | Log Out | Help

MIDAS AUTO SERVICE EXPERTS  
MIDAS AUTO SERV00001

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

OK

Conversion Calculator

2003 Ford Crown Victoria V8-4.6L VIN W

Vehicle Level → Steering and Suspension → Wheels and Tires → Wheel Bearing → Technical Service Bulletins → All Technical Service Bulletins → Recall - Rear Axle Shaft Fracture → Owner Letter

### Owner Letter

### Recall - Rear Axle Shaft Fracture

04S16S1040801-007



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

July 2004

Safety Recall 04S16  
Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901 [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 3:30PM Monday through Friday (Eastern Time Zone).

Zoom

Sized for Print

04S16S1040801-008

11378

VIA  
2FAFP74W53X [REDACTED]

2/2/11  
12:58P

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](http://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*

Frank M. Ligon  
Director  
Service Engineering Operations

2/2/11  
Comp # 021 #  
10379963  
SaferCar.gov

Zoom

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\*INVOICE\*

Invoice #: 282079



JERSEY CITY

FORD LINCOLN MERCURY

315 Clendenny Ave @ Rt 440 · Jersey City, NJ 07304

(888) 586-5476 · Fax (201) 324-2482

www.jerseycityfilm.com

BAYONNE, NJ

Home:

Bus:

Customer #: 3X

Service Advisor: 6794 CARLOS RODRIGUES

Cell:

Email:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
SILVER	03	FORD CROWN VICTORIA	2FAFP74W53X		119250	119250			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O OPENED	READY
01JAN03			17:00 03FEB11			CASH	02FEB11	01FEB11	02FEB11

OPTIONS: ENG:4.6 Liter SOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORM WORLD CLASS QUALITY CARE COURTSEY 37 POINT VEHICLE SAFETY INSPECTION

99P PERFORM WORLD CLASS QUALITY CARE COURTSEY 37 POINT VEHICLE SAFETY INSPECTION  
8204 ROCCO, CAMELI LIC#: 8204

GTIRE CHECKED AND OK (7/32 OR GREATER)  
8204 ROCCO, CAMELI LIC#: 8204

GBK CHECKED AND OK (DISC: OVER 5MM) (DRUM OVER 2MM)  
8204 ROCCO, CAMELI LIC#: 8204

GBATT BATTERY TESTED GOOD  
8204 ROCCO, CAMELI LIC#: 8204

119250 REPLACED REAR AXLES AND 2 SIDE BEARRING AND 1 PINNON BEARRING VERFIED NOISE IS IN REAR DIFF REAR REAR DIFF ABART FOUND LOTS OF METAL INSPECTED BEARRINGS FOUND WORN OUT PINNON BEARRING AND 2 AXLES ARE WORN ALONG WITH AXLE BEARRINGS REPLACED PINNON BEARRING AND CUP REPLACED AXLE SHAFTS BOTH SIDES AND INSTALLED NEW AXLE BEARRINGS WITH SEALS CLEANED OUT ENTIRE REAR DIFF FROM MEATAL THRU OUT IN THE HOUSEING AND RESEALED REAR COVER AND ADDED NEW FLUID REROAD TESTED ALL OK

B\*\* CUST STATES REPAIR REAR / MAKING A CLUNKING NOISE  
S50 REPLACED REAR AXELS AND SEALS

8204 ROCCO, CAMELI LIC#: 8204			
1 3WIZ*4A109*AA KIT - SHAFT REPAIR	431.86	431.86	431.86
1 DOAZ*4630*AA CONE	41.96	41.96	41.96
1 C7AZ*4628*A CUP	24.95	24.95	24.95
2 BCLEAN BRAKE CLEANER	7.96	7.96	15.92

HAZARD WASTE REMOVAL 12.75

Service Dept. Hours

Monday to Friday

7:30am - 5:30pm

Saturday

7:30am - 5:30pm

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE

SAVE  
 DISCARD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) \_\_\_\_\_ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE \_\_\_\_\_

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

APPOINTMENTS: 888-586-5476

Customer Copy

Page 1 of 2

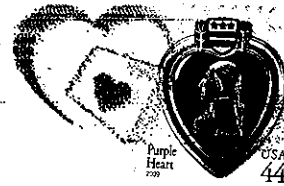
THANK YOU!

**Thank  
You  
For  
Your  
Business!**



SOUTH JERSEY RETURN

05 FEB 2011 PM 1 T



Administrator  
National Hwy Traffic Safety Administration  
400 Seventh St, S.W.  
Washington, DC 20590

