



U.S. Department of Transportation
National Highway Traffic Safety Administration

AUTO SAFETY HOTLINE

VEHICLE OWNER'S QUESTIONNAIRE

NATIONAL TOLL FREE 800-424-9393
DEPARTMENT AREA 366-0123

FOR AGENCY USE ONLY

UPDATED REFERENCE NO.

DATE RECEIVED

564863

COPIED

RECEIVED

OWNER INFORMATION (TYPE OR PRINT)

SIGNATURE OF OWNER

DATE

3-13-02

VEHICLE IDENTIFICATION NO.

VEHICLE MAKE & MODEL

MODEL YEAR

1LNMB2W9VY612V06

LINCOLN TOWN CAR

1997

CURRENT ODOMETER READING

DATE PURCHASED

DEALER'S NAME, CITY, & STATE

ENGINE SIZE (CID/CC/L) NO. CYLINDERS

TURBO
 DIESEL
 GAS
 FUEL INJECTED

61,972

L. NEW USED

KENT LINCOLN/MERC KENT, OHIO

TRANSMISSION TYPE

CRUISE CONTROL

POWER STEERING

POWER BRAKES

AIR CONDITIONED

RODY STYLE

HATCH BK

MANUAL
 AUTOMATIC

Yes No

Yes No

Yes No

Yes No

STAWAG
4 DF
2 DF

VAN
 PK UP TRK
 OTHER

FAILED COMPONENT(S)/PART(S) INFORMATION (REPORT TIRE INFORMATION ON BACK)

COMPONENT/PART NAME(S)

LOCATION

FAILED PART(S)

LOWER BALL JOINT

Left Right
 Front Rear

ORIGINAL
 REPLACEMENT

NO. OF FAILURES

DATE(S) OF FAILURE(S)

MILEAGE(S) AT FAILURE(S)

VEHICLE SPEED AT FAILURE(S)

9-23-01 / 2/8/02
58,912 / 61,587
5 MPH / ALL SPEEDS

MANUFACTURER CONTACTED
 YES NO

NHTSA PREVIOUSLY CONTACTED
 YES NO

APPLICABLE ACCIDENT INFORMATION

ACCIDENT

FIRE

NUMBER PERSONS INJURED

NUMBER OF FATALITIES

PROPERTY DAMAGE (Est.)

POLICE REPORT FILED

YES NO

YES NO

0

0

\$ 420

YES NO

NARRATIVE DESCRIPTION OF FAILURE(S), ACCIDENT(S), INJURY(IES)

Subject: Hazardous premature failure of Steering System Components, non-lubricateable, lower ball joints & tie rod ends, causing complete loss of control, of the vehicle. Similar to a tire blow out, but with front steering wheel disengaged from lower control arm, which is now dragging on the pavement, effecting total loss of steering control. Two Lincoln TC owners, neighbors, with similar premature steering problems! Must be more out their?

History: R. D. Candle-- on 9-23-01. The L. S. lower ball joint hazardously failed, tore apart, when making a R. H. turn into our church parking entrance. The lower control arm disengaged from lower ball joint, and dropped to the ground, tearing a large hole in the front tire. This caused complete loss of control, of said vehicle. This type of failure could very easily cause loss of life. Mileage, 58,912. Warranty expired.

Owner contacted, Kent Lincoln dealership, Kent, OH, talked with Norm, and was told that this failure was a maintenance item, not covered by Ford Motor Company. Car was towed to near by garage, Kevington Auto Service for repair.

Cost, tire \$89.02, alignment \$24.50, ball joint \$124.86, tow \$25.00.

On 2/8-02. The R. S. lower ball jnt had to be replaced, vehicle hard to control, joint very loose, but not separated. Mileage, 61,587. Cost, replace ball jnt \$165.60.

NEEDED

1 to correction summary

Fold to show Return Address (no stamp needed) Packer with tape or staple and mail

TIRE	
D	O
* Title	
NARR.	

Owners Complaint, Dispute, & Claim---The Ford Motor Company HAS A VERY SERIOUS SAFETY PROBLEM, & A MANUFACTURING DEFECT WITH THEIR NON-LUBRICATEABLE, FRONT STEERING SYSTEM COMPONENTS -- CAUSING, HAZARDOUS, & PREMATURE FAILURE OF THE BALL JOINTS & TIE ROD ENDS, ON THEIR LINCOLN TOWN CARS. These subject steering components, when properly engineered & manufactured with quality materials, perform satisfactorily for well over 100,000 miles of service, and never hazardously fail, by tearing apart, under normal driving conditions.

Ford needs to face up to this urgent problem, notify the public, & make the necessary repairs before loss of life occurs. The above owners want financial reimbursement and, above all, the Ford Motor Company must resolve this serious safety problem, with all of their effected customers.

The hazardous failure. [REDACTED] lower ball joint was witnessed by at least five adults. We have enclosed invoices of subject repair work required.

U.S. Department of Transportation
National Highway Traffic Safety Administration

400 Seventh St., S.W.
 Washington, D.C. 20590

Official Business
 Penalty for Private Use \$300



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 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES

BUSINESS REPLY MAIL
 FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 Auto Safety Hotline, NEF 11 HL
 400 7th Street, SW
 Washington, DC 20590

