



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 100161

Date Received

Repository ☐

2003 OCT - 1 PM 10:40
02 SEP 2003

Reference No.
10038034

OWNER INFORMATION (Type or Print)

Name

Address

City DETROIT

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of a signature or address to the vehicle manufacturer.

Signature of Owner Date 9/15/2003

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1LMFU28R61LJ23209

Make
LINCOLN

Model
NAVIGATOR

Model Year
2001

Date Purchased
22 MAR 01

Dealer's Name and Telephone Number
STAR LINCOLN MERCURY

Engine:
No. Cylinders

Fuel Type:
UNLEADED

Original Owner
☒

Dealer's City
Southfield

State
Mich.

Zip Code
48034

Eight

Regular

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code
101000 POWER TRAIN:CLUTCH ASSEMBLY

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

Aug. 25, 03 76,000

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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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

WHILE DRIVING 20 MPH VEHICLE SUDDENLY STOPPED. DRIVER DID NOT PRESS THE BRAKE PEDAL AND ENGINE WAS STILL ON. DEALER
DETERMINED THAT CLUTCH LOCKED UP, CAUSING THE VEHICLE TO STOP. *AK

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.

I [REDACTED] had travel to Philadelphia. On my return home August 22, 2003, while driving my Navigator I noticed a bad jerk in the transmission whenever, I would change gear from drive to reverse or the opposite. Therefore on Monday Aug.25th., I took the Navigator to Star Lincoln Mercury where I currently lease for an oil change. I requested that the service department specifically check the vehicle's transmission and the rear end for problems. It was my thought that possibly that these parts might be going bad. I was informed by the service repairman that he would check into these complains. However, during this visit the repair person only visually observed the outside of the vehicle. He did not follow up with a test drive nor he investigate or inspect the vehicle for these complaints and subsequently the vehicle was returned to me.

This vehicle is all wheel drive and while driving on the same evening of August 25th it locked up and came to an abrupt stop in the mist of heavy traffic. The vehicle behind me almost rear ended me. If this situation had occurred on the freeway it could have been life threatening for me and other drivers. All, I now think about when I am traveling behind another Lincoln Navigator is the same thing could happen to someone else.

The transmission repair shop person explained to me that the way in which the Navigator's clutch is designed it does not allow the proper amount of lubricent to reach the clutch which then causes the clutch to seize up.

I have currently have the parts of vehicle that cause the problem in my possession. I have spoke to my Lincoln Navigator sales person and he will see that I fill out the appropriate form to lodge my complaint to the dealership. In addition, I have spoken to another Navigator owner who had the same problem as myself with their vehicle.

Thank you for your support.

Sincerely

Detroit, Michigan

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**