



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 100147

Date Received

2004 MAY 18
18-MAY-2004

Repository ☐

Reference No.
10073805

OWNER INFORMATION (Type or Print)

Name

Address

City

HELENA

State

MT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of your authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/3/04

VEHICLE INFORMATION

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

VIN 5LMFU28R13

Make

LINCOLN

Model

NAVIGATOR

Model Year

2003

Date Purchased

5-9-03

Dealer's Name and Telephone Number

Helena Motors 406-442-6310

Engine

No. Cylinders

8

Fuel Type

EAS

Original Owner

Dealer's City

HELENA

State

MT

Zip Code

59601

Transmission Type

4 SPD

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4X4

CLUTCH TWEETER

Vehicle Component Code

1352D0 VISIBILITY: REARVIEW MIRRORS/DEVICES: EXTERIOR

Multiple Failures: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-FEB-2004

Failure Mileage

0

Failure Speed

0

EXTerior Rear View Mirrors

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).

WHEN DRIVING THE VEHICLE AT ANY SPEED, THE DRIVER NOTICED THAT BOTH SIDE MIRRORS SHOWED POOR VISIBILITY WHEN TOWING A TRAVEL TRAILER. THIS CAUSED THE DRIVER NOT TO SEE OTHER PASSING VEHICLES. THE CONSUMER HAD MADE CONTACT WITH THE DEALER ABOUT THIS ISSUE. PLEASE PROVIDE ANY FURTHER DETAILS. *JB

Blind spots on both sides are present when towing travel trailer. I need for extended mirrors and it is an accident waiting to happen. I need slides on mirror extensions as available on other models. I purchased class III towing package to pull travel trailer. No response from company after repeated

Include, if available, Police/Fire Department Report, Photos, and Repair Invoices.

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.

28 questions for one year.