



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 100079

Date Received

2004 JUL 16
06-JUL-2004

Repository ☐

Reference No. 10081356

OWNER INFORMATION (Type or Print)

Name

Address

City CHARLOTTE

State NC

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 an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/13/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
SLMFU27R43L

Make LINCOLN

Model NAVIGATOR

Model Year 2003

Date Purchased 6/2003

Dealer's Name and Telephone Number

Vantage Lincoln Mercury 704-535-7810

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner ☒

Dealer's City

Charlotte

State NC

Zip Code 28212

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
220000 SEATS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
06-JUL-2004

Failure Mileage
40,000

Failure Speed
60 mph

Side mirrors & seat motors will not operate properly
mirrors while car is in motion

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: DOTM19ABC038)

☐ 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).

DEALERSHIP REPLACED THE MOTOR AND THE COMPUTER OF DRIVER'S SEAT THAT WAS TOO LOOSE AND MOVED BACK AND FORTH WHILE DRIVING, CAUSING A DISTRACTION TO THE CONSUMER. 8 MONTHS LATER, CONSUMER EXPERIENCED THE SAME PROBLEM. *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.

January 31, 2004

Ford Motor Company
Customer Relations Center
P.O. Box 6248
Dearborn, MI 48126

Cc: Vantage Lincoln, Charlotte, NC
Classic Ford, Smithfield, NC

Dear Lincoln:

I purchased a new 2003 Lincoln Navigator in June 2003. This is my 4th Ford product (1995 Taurus, 1997 Explorer, 2001 Explorer). I have been extremely disappointed with my Navigator. I purchased this vehicle for over \$55,000 and have had more problems than it's worth.

During the last 7 months, I have had the following problems: squeaky brakes, loose door panels (one replaced already), faulty side mirror motors (one replaced), rattling noises from the back center console, loud humming from the passenger dash in cold weather, whining noises from the driver dash, broken gear shift (required towing and loss of car for a week), dead battery and stained lower bumper panels (gray) on the front and back. All above issues are still present except for the gearshift.

I bought the vehicle from Vantage Lincoln in Charlotte new. I have taken the car back NUMEROUS times to have various issues resolved. When the gearshift broke off in drive while I was traveling, I had to have it towed to Smithfield, NC. *The service writers at Vantage and Classic were always pleasant and eager to help but still, this vehicle has problems.* Quite frankly, I don't have the time to continue to take the car to the shop to be repaired. For a luxury car of this cost, I should not have to spend so much time in the service shop and drive rentals. I have approximately 24,000 miles on the Lincoln. I'm a sales manager and am on the road continuously. I have already written a letter to Lincoln via the Website and have not heard a word from anyone.

I want to give Ford one more chance to rectify the problems with my vehicle.

[REDACTED]

[REDACTED]

Charlotte, NC [REDACTED]

[REDACTED]

Vin# 5LMFU27R43L [REDACTED]

March 9, 2004

Russell Wright
Vantage Lincoln
Charlotte, NC

Cc: Ford Motor Company, Customer Relations Center

Dear Russell:

I am continuing to have problems with my Navigator. The brakes have resumed squeaking again; as much or more than before. The rear wiper locks when first activating. The back center console is rattling again and I still continue to hear a whining noise from the driver side dash when accelerating.

I will bring it back, again, at the 30,000 mile service (about 2-3 weeks).

[REDACTED]

[REDACTED]
Charlotte, NC [REDACTED]
[REDACTED]

Vin# 5LMFU27R43L [REDACTED]

2nd Request

June 8, 2004

Ford Motor Company
PO Box 6248, MD 3NE-B
Dearborn, MI 48126

16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48126

Re: VIN: 5LMFU27R43L [REDACTED]

Dear Lincoln:

I purchased a 2003 Lincoln Navigator in June of 2003 from Vantage Lincoln in Charlotte, NC. This is the third letter I have written in regard to this vehicle. I have had nothing but problems from day one. Now, it has gotten to the point that the vehicle is NOT safe to drive.

I travel in my job and have almost 40,000 miles on the vehicle. However, I have had it in the shop too many times to count and forced to drive loaners or rentals. Hours, upon hours, spent waiting for it to be repaired or towed. I'm sure you can pull the Work Orders from the VIN number to see how much trouble I am having with it.

Some of the on-going problems and a few new ones follow. Gear selector broke off in drive (towed and w/o car for a week) and it's loose again. The driver seat and both side mirrors are faulty. They move on their own, will not retain memory and, as of this week, move WHILE I AM OPERATING THE VEHICLE. I've had both mirror motors replaced. Both outside door panels have made unacceptable wind noises and one was eventually replaced. The original windshield wipers left a black smear on my windows when it rained making it difficult to see and had to be replaced. The back wiper locks when you first turn it on and makes a terrible noise. In the winter, the driver side has a terrible whine. The engine knocks when it changes gears upon heavy acceleration. The back center console rattles and the bumpers have been repainted due to fading. The radio has recently begun working improperly. The list goes on and on.

I can accept some issues from a new car but the above, not inclusive, is unacceptable. The mere fact that the side mirrors and seat move while I am driving is a fatality waiting to happen. This car is a lemon and unsafe for me to drive. I no longer want this car and want my money back. I know there have been problems with the 2003 Navigator and I know you have had to repurchase them.

I will not take the car back to the dealership. As the saying goes, "been there, done that". At this point, I want to speak with someone from Ford to make arrangements. The folks at Vantage have tried and been very courteous in their attempt to make repairs. I do not believe this is a service issue but simply a lemon and hazardous to operate.

I look forward to speaking with someone as soon as possible.

[REDACTED]
[REDACTED]
Charlotte, NC [REDACTED]
[REDACTED]

Cc: file
Bill Ford - CEO/President

July 9, 2004

Ford Motor Company
P.O. Box 6248
Dearborn, MI 48126
Re: VIN: 5LMFU27R431 [REDACTED]

Dear Lincoln:

I purchased a 2003 Lincoln Navigator in June of 2003 from Vantage Lincoln in Charlotte, NC. *This is the fourth letter I have written in regard to this vehicle.* I have had nothing but problems from day one.

After speaking with a most unhelpful Robin, from Ford "Executive Offices", I have had no choice but to pursue this on my own.

I have contacted Washington DC and reported the safety hazards of the moving seats and side mirrors to NHTSA. I also called to get an application for the Review Board from Ford in hopes to resolve this issue before going into Deliberation.

The mere fact that the side mirrors and seat have moved while I am driving is a fatality waiting to happen. This car is a LEMON and unsafe for me to drive. I am well aware of the many problems with the 2003 Navigator and have personally spoken with other owners who have returned their cars.

I want you to be aware that I am prepared to fight this to the end. I have contacted my local paper and TV News stations to inquire about submitting a story for a "Watch Dog" report where they will try to resolve this matter on my behalf to be publicly broadcast. (I have not submitted anything yet) I simply will not be responsible for a \$50,000+ debt for a car that is unsafe and not dependable.

Robin refused to put me in contact with the Factory Representative. I am formally asking for this person to contact me as soon as possible to resolve this matter. As I've said before, this is my fourth Ford product. I was happy with the first three. Since most of the problems with the car have been addressed numerous times before with the Dealership and yet fully resolved, the "Lemon Law" applies.

I am extremely eager to resolve this matter soon.

[REDACTED]

[REDACTED]

Charlotte, NC [REDACTED]

[REDACTED]

Cc: file

CHARLOTTE
MECKLENBURG
MAIN EMAIL:

HOME: [REDACTED]
WORK: [REDACTED]
NC [REDACTED]
UNITED STATES

STOCK NUMBER: 00003301 LAST SERV DATE: 05/27/04 MILE: 036904 MFG CODE: 8101
SLMFU27R43L NC P0A4900 SOLD DATE: 06/24/02 MILE: 000135 IN SERVICE: 06/25/
03 LINCOLN NAVIGATOR 2WD 4DR SPTUTY WHITE
SERVICE 4 / VISITS CUSTOMER WARRANTY EXT SVC INSURANCE INTERNAL POLICY
DRIVER 30 1312 693
HOUSEHOLD 30 1312 693
VEHICLE 30 1312 693
NUMBER TYPE DATE DEDUCT MON MILES ACTIV
EXT SVC PLAN: USA 36/36 MAINT 875 10/24/06 000 040000

0 W44068 Y 05/26/04 36904 535 PTS=24.71 POL=.00 TOT=66.09 INV=0527

MORE

LN 51 PAY TYPE W TECH1-350 .70 OPR-CODE MB35
LITS 02 FP MAINT
35,000 MILE SERVICE PER OWNERS MANUAL
MAINTENANCE
35000 MILES (56000 KMS) - MAINT.
LN 51-1 PAY TYPE W TECH1-350 .20 OPR-CODE MULTI
LITS 02 FP MAINT
MULTI POINT INSPECTION

RD C44068 N 05/26/04 36904 535 PTS=.00 POL=.00 TOT=20.00 INV=0526
LN 01 PAY TYPE C TECH1-350 .70 OPR-CODE NC3IE
FLAGS EPA NOB

NEEDS NORTH CAROLINA SAFETY & EMISSION INSPECTION.
PERFORMED NORTH CAROLINA SAFETY & EMISSIONS INSPECTION - PASSED.
REQUIRED BY NC08 20-183

RD C41616 N 02/10/04 24432 525 PTS=24.44 POL=24.44- TOT=.00 INV=0216

MORE

LN 58 PAY TYPE C TECH1-199 OPR-CODE NC
WIPERS LEAVE BLACK STREAKS ON WINDOW
NO CHARGE
LN 53 PAY TYPE C TECH1-199 OPR-CODE UNABLETODU
REAR WIPER LOCKS UP WHEN STARTED--HAS TO TURN OFF AND TURN BACK ON TO OPER
INABLE TO DUPLICATE

LN 51 PAY TYPE W TECH1-199 1.78
LITS 81 FP 17D9S7
GRAY AROUND FRT BUMPER DISCOLORED
DISCOLORED
REPAINT FRT BUMPER
LN 54 PAY TYPE W TECH1-199 .58
LITS 81 FP 17KB35
GRAY AROUND REAR BUMPER DISCOLORED
DISCOLORED
BASIC PAINT OPERATION

OPR-CODE PP46

OPR-CODE P181

MORE

RD W41614 Y 02/10/04 24432 53S PTB-95.58 POL-.80 TOT=566.26 INV=0216
LN 51 PAY TYPE W TECH1-195 .78
LITS 82 FP MAINT
25,000 MILE SERVICE PER OWNERS MANUAL/WITH TIRE ROTATION
MAINT
25000 MILES (40000 KM) - MAINT.
LN 51-1 PAY TYPE W TECH1-195 .28
LITS 82 FP MAINT
MULTI POINT INSPECTION
LN 52 PAY TYPE W TECH1-195 1.10
LITS 13 FP 1186
BRAKES SQUEEK
SURFACE LEVEL
BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC - INSPECT
LN 52-1 PAY TYPE W TECH1-195 .78
DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE - MACHINE
LN 52-2 PAY TYPE W TECH1-195 .60
DISC BRAKE ROTOR REAR MACHINE ON VEHICLE - MACHINE

OPR-CODE MULTI

OPR-CODE 2001BCT

OPR-CODE 2001B2PT

OPR-CODE 2001B3PT

MORE

LN 53 PAY TYPE W TECH1-195 1.00
LITS 82 FP NPF
AIR SUSPENSION COMPRESSOR HAS BECOME VERY LOUD IN LAST COUPLE OF WEEKS
NO PROBLEM FOUND
RR BATTERY AND WASHER TANK AND INSPECT TO SEE IF COMPRESSOR WAS OR
OUND OUT AGAINST ANYTHING NO PROBLEM FOUND
LN 57 PAY TYPE W TECH1-195 .78
LITS 33 FP 06024
BACK CENTER CONSOLE RATTLES
LOOSE CLIPS
REAR CONSOLE ASSEMBLY - ACCESS TO INSULATE CONNECTING POINT. UPPER
CUPHOLDER LOOSE SECURE RETAINING CLIPS
LN 58 PAY TYPE W TECH1-195 .28
LITS 42 FP 3L1Z17D696AA
SIDE MIRRORS WILL NOT RETAIN MEMORY. CONSTANT ADJUSTMENT
MOTOR FAILURE
BODY / CHASSIS / ELECTRICAL (BCE) - TEST
LN 58-1 PAY TYPE W TECH1-195 .10
EXTRA TIME TO REPEAT FINAL QUICK TEST
LN 58-2 PAY TYPE W TECH1-195 .30
BODY/CHASSIS/ELECTRICAL PIN POINT TEST - DIAGNOSIS

OPR-CODE NPF

OPR-CODE MT06024

OPR-CODE 12651D

OPR-CODE 12651DX1

OPR-CODE 12651D2

3 MORE

S MORE

RO W41614 24438 535 PTS=.00 POL=.00 TOT=.00 INV=0216
 LN 58-3 PAY TYPE W TECH1-195 .30 OPR-CODE MT17D696
 LITS 42 FP 3L1Z17D696AA
 TIME TO REPLACE DRIVERS SIDE EXTERIOR MIRROR MOTOR
 LN 59 PAY TYPE W TECH1-195 1.48 OPR-CODE 03E303F
 LITS 33 FP 7820207
 RATTLE IN DRIVER AND PASSENGER DOOR AT HIGHWAY SPEEDS--SOUNDS LIKE EXTERIO
 LOOSE
 INSTALL FORM BACKING 4 DOORS
 PERFORM TSD 03-23-03

RO W48054 Y 11/28/03 15632 159 PTS=24.71 POL=.00 TOT=91.65 INV=1126
 PREFERRED TREATMENT
 LN 51 PAY TYPE W TECH1-195 .80 OPR-CODE MB15
 LITS 82 FP MAINT
 15000 MILE SERVICE PER OWNERS MANUAL
 MAINT
 15000 MILES (24000 KMS) - MAINT.

MORE
 LN 51-1 PAY TYPE W TECH1-195 .20 OPR-CODE MULTI
 LITS 82 FP MAINT
 MULTI POINT INSPECTION
 LN 52 PAY TYPE W TECH1-195 .30 OPR-CODE HPF
 LITS N1 FP HPF
 BRAKES SQUEEK
 NO PROBLEM FOUND
 INSPECT BRAKES/TEST DROVE NO PROBLME FOUND

RO W38938 Y 10/11/03 18115 535 PTS=12.36 POL=.00 TOT=40.50 INV=1012
 LN 51 PAY TYPE W TECH1-221 .70 OPR-CODE MB10
 LITS 82
 10,000 MILE SERVICE PER OWNERS MANUAL
 MAINT
 10000 MILES (16000 KMS) - MAINT.

RO W38131 Y 09/11/03 6838 535 PTS=24.01 POL=.00 TOT=70.00 INV=091.

MORE
 LN 51 PAY TYPE W TECH1-350 .70 OPR-CODE MB5
 LITS 82 FP MAINT
 5000 MILE SERVICE PER OWNERS MANUAL
 MAINT
 5000 MILES (8000 KMS) - MAINT.

RO M37059 Y 08/04/03 2850 535 PTS=122.14 POL=.00 TOT=135.53 INV=080703
PREFERRED TREATMENT
LN 51 PAY TYPE W TECH1-199 .20 OPR-CODE 28530A
LITS 07 FP 2L7Z7620207AAA
LEFT FRONT DOOR HOLDING WARPED
POOR FIT
WEATHERSTRIP - FRONT DOOR - REPLACE

RO C36773 N 07/23/03 2633 159 PTS=52.40 POL=96.15- TOT=.00 INV=072503
LN 51 PAY TYPE C TECH1-135 OPR-CODE NC
FLAPPING NOISE FROM L/F DOOR WHILE DRIVING--SEE RUSSELL
NO CHARGE
0

MORE
LN 52 PAY TYPE C TECH1-169 2.50 OPR-CODE OH
PULLS LEFT WHILE DRIVING--WOBBLE IN STRG WHEEL FROM 30MPH
4 WHEEL ALIGNMENT
0
LN 53 PAY TYPE C TECH1-300 2-135 OPR-CODE 80
R/F DOOR MIRROR WONT RETURN AFTER SHIFTING FROM REVERSE
PARTS HAVE BEEN SPECIAL ORDERED
INSTALL SPECIAL ORDERED MIRROR MOTOR

RO C36698 N 07/21/03 2366 220 PTS=77.94 POL=249.64- TOT=.00 INV=07210
9053045
LN 51 PAY TYPE C TECH1-300 .60 OPR-CODE M1
PULL LEFT
ALIGN
0
LN 52 PAY TYPE C TECH1-300 1.50 OPR-CODE M1
FLAPPING NOISE IN TWO FRONT DOOR WINDOWS AT BACK HAS TO DRIVE ABOVE 55 MPH
REPAIR WEATHERSTRIP AS PER 88M 16557
0

5 RD C36427.N 07/11/03 2849 159 PTS=.53 POL=4.03- TOT=.00 INV=0711k
MORE

LN 51 PAY TYPE C TECH1-199 OPR-CODE RT
PULLS LEFT WHILE DRIVING

CUST WILL RETURN AT LATER DATE

LN 52 PAY TYPE C TECH1-199 OPR-CODE RT
FLAPPING NOISE FROM BOTH FRT DOOR & PILLARS—WORSE AFTER SITTING IN 65-90D
CUST WILL RETURN AT LATER DATE

LN 53 PAY TYPE C TECH1-350 .20 OPR-CODE 999A
BOTH REAR VENT WINDOWS SQUEAK WHEN CLOSING
LUBE VENT WINDOW ARMS
GW

LN 54 PAY TYPE C TECH1-199 OPR-CODE RT
VEHICLE DOES NOT SEEM TO LOWER AFTER TURNED OFF
CUST WILL RETURN AT LATER DATE

RD I33801 N 04/07/03 5 535 PTS=15.53 POL=.00 TOT=126.73 INV=24870
LN 01 PAY TYPE 1 TECH1-350 1.60 OPR-CODE PD1
PD1 2803 NAVIGATOR
PD1
PD1

FLAG8 EPA HAZ

END OF DATA

**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).**