



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 100216

Date Received

Repository

2005 MAR 25 AM 5:01
2005 MAR 2005

Reference No.

10116997

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FAIRFAX State VA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number: Located at bottom of windshield on driver's side
5LMFU28R74L [REDACTED]
Make LINCOLN Model NAVIGATOR Model Year 2004
Date Purchased 10/28/04 Dealer's Name and Telephone Number SAFFORD LINCOLN MERCURY 301 890 3900 Engine: No: Cylinders 6 Fuel Type: Premium
Original Owner Dealer's City SILVER SPRING State MD Zip Code 20904
Transmission Type Antilock Brakes Powertrain Vehicle Component Code 110000 ELECTRICAL SYSTEM
AUTOMATIC Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-MAR-2005 Failure Mileage Failure Speed 0

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 Failure Location:
 Prior Repair
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 Y

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 THE VEHICLE WAS PARKED AND TURNED ON FOR FIFTEEN MINUTES IT CAUGHT ON FIRE. THE FIRE EXTINGUISHED ON ITS OWN. VEHICLE WAS TOWED TO A DEALER FOR INSPECTION. THE CAUSE HAD NOT BEEN DETERMINED AT THIS TIME. *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.

[REDACTED]
[REDACTED]
Fairfax, VA [REDACTED]
[REDACTED]

March 28, 2005

Ford Motor Company
Lincoln Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

BY CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Dear Sir or Madam,

This is an official written notification describing the safety defect that I have encountered with my Lincoln vehicle [2004, Lincoln Navigator & VIN# 5LMFU28R74L [REDACTED]].

I purchased my car from Safford Lincoln Mercury in Silver Spring, MD on October 28, 2004 for the amount of \$50,990.00. On Monday, March 21, 2005 at 4:45 pm, my husband, I and my two infant children were coming back from our visit to the pediatrician, this is the first time my husband sensed an odor of smoke coming from within the car, but there was no visible sign of any smoke or fire. At 5:00 pm we reached home at which time we parked the car in our garage. The next day Tuesday, March 22, 2005 at 8:00 pm I entered the vehicle in an attempt to go out to get dinner. When I attempted to start the vehicle, the vehicle was completely disabled (nothing was working and the clock start was stopped at 5:00 pm). I contacted All State Motor Club to come out to my property and give me a jump start, as the battery was dead. Once the car was jump started, the car was on in park mode. Ten minutes after the car was jump started my husband again smelled smoke coming from the driver's side seatbelt panel area. Within seconds of smelling this odor we saw that there was a thick stack of white smoke coming from the car (the smoke was coming up between the driver's side front seat and back seat, specifically where the seatbelt harness is). My husband jumped in the car and reversed the car a few feet as to get it out of our garage, because it was a fire hazard and we were afraid that the car would explode, at this time the car was turned off. I called 911. 911 arrived and after a thorough check, advised us that a module on the driver's side seatbelt area had burned and due to an electrical issue the car must have short circuited thus killing the battery supply. The fire fighters advised us not to drive the car as it was a fire hazard and could cause further damage and asked us to park the car outside in a vacant area and they disabled the battery wires.

On Wednesday, March 23, 2005, I contacted Safford Lincoln Mercury and spoke to the General Manager, Mike Donovan. I was told by Mike that the car would be towed to Brown's Lincoln Mercury in Fairfax, VA and they would be my direct contact. I contacted the General Manager, Mike Willis at Brown's Lincoln Mercury and updated him on the issue at hand and expressed my concerns and explained my next step, which was to pursue the lemon law and compensation for the loss of my disabled

vehicle. The same day I contacted Ford Motor Company and a representative documented my complaint/issue and I was told that Ford was going to send me out necessary paperwork in order for me to pursue the lemon law case. I was advised by the representative that once I received the paper, I needed to document the complaint and send the paperwork as well as my letter by certified mail back to Ford Motor Company. I also contacted the Dispute Settlement Board and was advised the same thing. The DSB told me they were sending paperwork out and to attach my letter and any necessary documents and send it back to them.

On Friday, March 25, 2005 I received a call from both Mike Lunfford and Howard Walker (Mike is a service advisor at Brown's Lincoln Mercury and I was told that Howard is his boss and a Ford representative). They both explained their findings and told me they were going to repair the problem as stated under my warranty. I did not hear back from anyone until Wednesday, April 13, 2005, at which time I received a call from Mike Lunfford, advising me that the car is still not completely repaired and they are still waiting on a part. At this time the vehicle has been out of service for 21 days. As of Wednesday, April 13, 2005, I did not receive anything from Ford Motor Company and received the DSB's paperwork on Thursday, April 7, 2005. On Wednesday, April 13, 2005, I once again contacted Ford Motor Company and told them I did not receive anything in the mail. The representative documented my issue again and advised me to send the DSB form along with my letter. My letter has been ready since March 28, 2005, but as advised by the Ford Rep. I was waiting to send the certified letter along with other Ford paperwork.

This safety defect substantially impairs both the use and value of my car. This car is a safety hazard to my family, especially for my son who is a special needs child with a very rare genetic disorder and heart defects. The car smells badly of smoke and with my son's heart defects I will not put him back in a car that has a smoky odor, not to mention the safety hazard this car has. I do not feel safe putting my children as well as myself in this car. I am requesting Ford to either refund my money for the purchase price of this vehicle or replace this vehicle with another brand new Lincoln Navigator.

Please feel free to contact me at the address or phone number above with any questions and/or concerns. Please contact me if you need the fire report or any other documentation.

Sincerely,

