

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

# DOT Auto Safety Hotline Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS  
1-888-DASH-2-DOT  
(1-888-327-4238)  
INTERNET: www.nhtsa.dot.gov/hotline

## FOR AGENCY USE ONLY

Date Received

 Od\_orz \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_itr \_\_\_\_\_

 2005 APR 25 AM 3:01  
 10119136

Reference No.

## OWNER INFORMATION (Type or Print)

 Na \_\_\_\_\_  
 St \_\_\_\_\_ Apt. No. \_\_\_\_\_  
 City Steele, Mo State Mo Zip Code \_\_\_\_\_  
 Daytime 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 4/18/05

## PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>5LMF427RKH4L</u>				Make <u>Pont Navigator</u>		Model <u>Liquid 2004</u>		Year <u>2004</u>	
Purchased Date <u>12-19-03</u>		Dealer's Name <u>Blytheville Ford</u>				Engine Size (C/D/O/C/L) <u>2</u>		<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used		Dealer's City <u>Blytheville Ark</u>		State <u>Ark</u>		Zip Code <u>72315</u>		No. Cylinders <u>2</u>	
Manufacture Date (on driver's door or pillar)		Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic		Restraint System <input checked="" type="checkbox"/> Driver's Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passenger's Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt		Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	
						Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

## FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>Cruise Control</u>		Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear		Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement		Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
---------------------------------------	--	--	--	--	--	---	--

## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand		Tire Name	
Complete Tire Size		DOT No.	
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured <u>3 seconds from burning</u>	Number of Fatalities	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
--	---	--	----------------------	---

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

MARCH 16-05. 5:05 AM. Wed morning. (Panic) My husband got up to use bathroom, coming out he saw fire through living room & had room in open report, hallucinated for me to get up - get out - call 911. We both ran out back door around house, by time we got to end of front driveway the Navigator had exploded, every room, every room of our home was engulfed with fire. As I was running passed living room into kitchen, a backdraft of fire missed me by inches, by then home was full of smoke. We lost everything except the clothes on our back. It was so fast, so very fast there was just time to run fast. 4:15 Tues afternoon was the last time it was driven (6 miles). It had 4003 miles on it. Continued

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Stale Fire Dept. worked the fire - Eddie Fiebert fire chief. 573-695-3755 or 573-695-3365  
There is an article in March 24-5 USA Today, on Lincoln Navigator fire, 4-wheel 4000 Road Mag  
on cruise control switch that could short & spark an underhood fire (http://www.vehicle-injuries.com/ford-fire.htm)

I took my Lincoln into Blytheville Ford (hearing about a recall from my son-in-law, my car sit out of the garage 3 days until I took it in) they said I definitely did not have ANY thing to worry about, didn't even look at my car, less than 2 wks my whole house blows up.

My SUV is sitting at Bob Lane Wrecker Service & Salvage - Sikeston, Mo. 573-471-4550.

The fire was taped into lots & lots of pictures taken of Ford investigators on scene.

My husband ask one investigator if there were any results on the 2004? his reply - "No, but the 2004 wiring system is the same as the <sup>2003</sup> 2000 that have been recalled" We stand in shock to hear him say such a thing - we were also told - so many have to catch fire and so many people have to die before they recall / take, this is very very sad.

Please review what has happened to us, for the safety of others.

ADDITIONAL SHEETS IF NECESSARY

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

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590

Complete and return or place in your car manual for future use



**VEHICLE  
OWNER'S  
QUESTIONNAIRE  
(VOC)**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

**DASH 2 DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

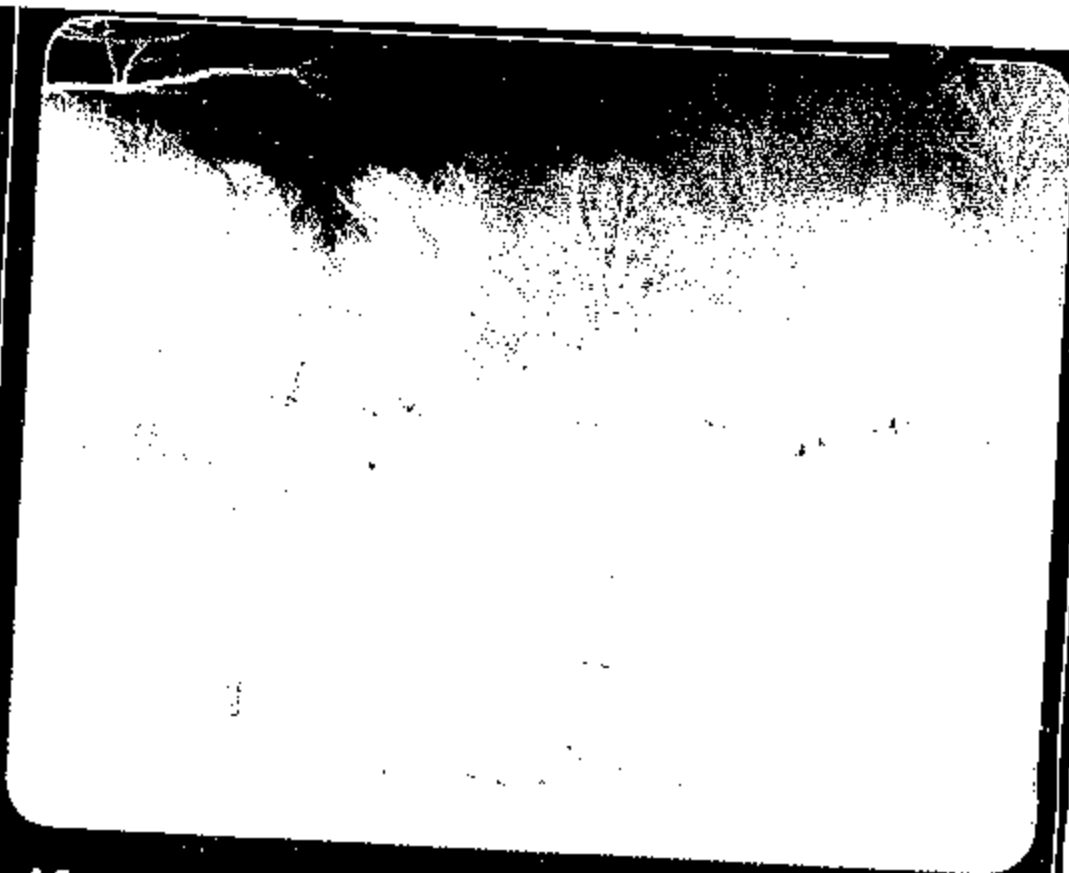
DOT Auto Safety Hotline

(DASH) 2 DOT



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

[www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)



A fire swept through the home on Highway 2 early Wednesday morning, completely destroying the residence. No one was injured in the blaze.

## *Fire destroys home*

An early morning fire Wednesday destroyed the home of

just outside of Steele.

According to Fire Chief Eddie Gilbert, said he was awakened by the crackling of the flames and

discovered that his Lincoln Navigator, which was parked in the garage, was on fire. The flames soon swept through the house, and

barely managed to escape the home with only the clothes on their backs.

Gilbert said the fire depart-

ment responded to the 911 call at approximately 5 a.m. and fire fighters were on the scene for about an hour and a half.

Although the fire started in the garage, the exact cause of the blaze has not yet been determined.

