



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 100148

Date Received

2006 SEP 18 AM 9:20
28-NOV-2006

Repository ☐

Reference No.
10174552

OWNER INFORMATION (Type or Print)

Name

Address

City

LONG BEACH

State CA

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 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

5LMFU27R44L

Make

LINCOLN

Model

NAVIGATOR

Model Year

2004

Date Purchased
01-DEC-04

Dealer's Name and Telephone Number
HERITAGE LINCOLN MERCURY

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner

☒

Dealer's City

HUNTINGTON BEACH

State

CA

Zip code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain

Vehicle Component Code

063140 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: EMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
18-SEP-2006

Failure Mileage
145000

Failure Speed

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

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).

DT*: THE CONTACT STATED THE VEHICLE HAD BEEN AT THE DEALER FOR TWO MONTHS FOR A CATALYTIC CONVERTER REPLACEMENT, HOWEVER THE PARTS WERE NOT AVAILABLE.

the USA -

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]

From: <crcfmc@ford.com>
To: [REDACTED]
Sent: Tuesday, November 21, 2006 1:20 PM
Subject: Ford Motor Company

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding the catalytic converter of your 2004 Ford Navigator.

The circumstances that you have outlined in your original e-mail have been given careful consideration. Our records indicate that on November 20, 2006, you contacted the Ford Customer Relationship Center via phone and our Customer Service Representative advised you to call Josh at Enterprise for information, and then have Josh to call the Service Manager. You are also advised that a representative will follow up by Friday, November 24th in regards to any updates. If any new information regarding this matter should become available in the future, please let us know. However, at this time our decision remains the same.

We consider the satisfaction of our customers one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them for you.

Sincerely,
Rachel
Customer Relationship Center
Ford Motor Company

[THREAD ID:1-379RQ6]

12/4/2006

[THREAD ID:1-379RQ6]

[REDACTED]

From: <crcfmc@ford.com>
To: [REDACTED]
Sent: Monday, November 27, 2006 7:07 PM
Subject: Ford Motor Company

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center with your follow-up email.

Ford Motor Company is concerned with the satisfaction of all Ford and Lincoln Mercury owners. We regret the circumstances that have prompted you to contact us. Excellent dealer service helps us maintain our customers' goodwill. When that service is not satisfactory, we appreciate being advised so the information may be forwarded to the appropriate department. Feedback helps us keep dealer services at the highest possible level.

However, Ford and Lincoln-Mercury dealerships are independently owned and operated and as such, we are unable to intervene directly in workmanship issues. If you have not already done so, we would recommend you provide feedback to the Management Team at the dealership, we believe they would also appreciate knowing the details of your dissatisfaction.

We consider the satisfaction of our customers one of our most important objectives. If you have any other inquiries or concerns, please feel free to contact us and we will be happy to address them for you.

Sincerely,
Jay-R
Customer Relationship Center
Ford Motor Company

[THREAD ID:1-37ZX70]

-----Original Message-----

From: [REDACTED]
Sent: 11/27/2006 01:58:55 PM
To: <crcfmc@ford.com>
Subject: Re: Ford Motor Company

Mathew Higgins from Ford Motor Regional Office has been wonderful with following up on this matter and we couldn't be more pleased. However Josh from Enterprise and Bob Hoffman from the dealer have not. After several days of calling and leaving messages with Josh I finally spoke with him. He said the Service Manager ignored emails and telephone messages from him. While this is an unfortunate situation my husband and I feel proper communication makes a bad situation better. I certainly hope we will not face any charges on the rental car that is limited to 2,000 miles.

I believe it is not too much to expect a telephone call from the Service Manager or Owner of the Dealership to explain why our car has been in the

repair shop for nearly 3 months. The only telephone call was from a person named Gene (late on a Friday afternoon) that wanted me to return the rental car that day and drive our 2004 Navigator until the part came in. I explained to him it is against California law to drive a motor vehicle that has a catalytic converter not working correctly and would not be returning the rental car that day. My husband and I are so frustrated at the lack of concern or simple respect for us at the Dealer level we are not sure what to do. We want to sell this car and purchase a new vehicle but can't have it smogged until the part comes in. At this point I can say we will shy away from any Ford product and will never return to this Dealership.

While we have remained patient this has been a real inconvenience for us.

A frustrated car owner from California,

[REDACTED]

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).