



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

2007 FEB 27 AM 9:40
 26-JAN-2007

Repository

Reference No.

10180839

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City MEDWAY State MA 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
 5LMF1I28R91 [REDACTED] Make FORD Model NAVIGATOR Model Year 2003

Date Purchased 07-NOV-03 Dealer's Name and Telephone Number OWEN LINCOLN MERCURY 781-326-7000 Engine: No: Cylinders 8 Fuel Type: Gas

Original Owner Dealer's City DATA State MA Zip Code

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 060000 ENGINE AND ENGINE COOLING Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 11-JAN-2007 Failure Mileage 74000 Failure Speed 65

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).

TL* - THE CONTACT OWNS A 2001 LINCOLN NAVIGATOR. ON 3 DIFFERENT OCCASIONS THE SPARK PLUGS EXPLODED, AND SHE HAS HAD TO REPLACE THE SPARK PLUGS AND COILS. THE CONTACT STATED THAT WHEN THE SPARK PLUGS EXPLODED THEY SENT SENDS THE FRAGMENTS FROM THE SPARK PLUGS INTO THE ENGINE. EACH TIME THIS HAPPENED THE NUMBER 3 AND NUMBER 4 SPARKS WERETHE ONES THAT EXPLODED. WHILE DRIVING APPROXIMATELY 65 MPH ON JANUARY 11, 2007 IT WAS THE MOST RECENT INCIDENT. SHE HAD TO HAVE THE VEHICLE TOWED. THE CONTACT STATED THAT THE VEHICLE HAS BEEN WITH THE MECHANIC SINCE 01/11/2007. *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 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.

Subject: 2001 Lincoln Navigator Spark Plug Issues
Engine: 5.4L V8
VIN: 5LMFU28F[REDACTED]

Owner: [REDACTED]

[REDACTED]
Medway, MA
[REDACTED]

Timeline:

November 2003: Purchased a pre-owned 2001 Lincoln Navigator from Rodman Lincoln Mercury in Foxboro, MA. It had 16,600 miles on the odometer at the time of purchase and the balance of the 3yr/50,000 mi warranty.

Immediately after purchase we experienced a number of issues with the vehicle and it spent the majority of the first month of ownership in the Rodman Service facility. After many dissatisfying experiences with Rodman's service we decided to switch warranty issues to Owen Lincoln Mercury in Dedham, MA.

May 2004: My wife was Dover Automotive Dover, MA to get an oil change. When the mechanic started the car to bring it into the bay there was a sudden loud bang and the car began running extremely rough. Dover Automotive diagnosed that the #3 spark plug had blown apart. It was replaced there but continued to run rough. The vehicle was brought to Owen Lincoln where it was determined that the #3 coil had failed as well. We asked the service manager what would cause this? We were told that it was an unusual event, although they believed it had to do with moisture corroding the spark plug. As the car had 25,381 miles on the odometer, this repair was only partially covered under warranty.

June 2004: Again while operating the Navigator, the #3 spark plug blew apart due to moisture and corrosion issues. Result was Owen had to replace the plug and coil. Covered under warranty as the vehicle had 26,600 miles on the odometer.

July 2004: Navigator began running rough, sent it to Owen. Diagnosis was #4 spark plug and coil had failed due to moisture and corrosion issues. Mileage 28,700, covered under warranty.

December 2004: Navigator began running rough and was sent to Owen. Diagnosis was the #2 spark plug and coil had failed due to moisture and corrosion issues. Mileage 36,221, covered under warranty.

May 2006: Navigator began running rough and was sent to Owen. Determined the #4 spark plug and coil had failed due to moisture issues and corrosion. Mileage 61102, not covered under warranty. Cost of repair \$270.00

September 2006: Navigator again running rough, sent to Dover Automotive where diagnosis was again #3 spark plug had blown apart and coil had failed due to moisture and corrosion issues. Mileage 66478, cost of repair \$210.00

January 2007: While operating Navigator on freeway there was a loud bang and it began to run rough and lose power. Vehicle was towed to Dover Automotive where it was determined that the #4 spark plug had blown apart and the coil had failed. In this case only the metal threaded portion of the spark plug body was in the head and cannot be removed without removing the engine from the vehicle and machining it out. Estimated cost is over \$3000.00 and it will not necessarily be a permanent fix.

Conclusion:

After experiencing the issues described above and investigating other cases we believe that the issues described above are due to a design flaw with this engine and Ford is responsible for a permanent remedy. We contend that the exploding spark plugs create a potentially dangerous situation when operating this vehicle. In addition as these issues started when the vehicle was under warranty and repeatable, Ford has not complied with the original warranty and the requirement to provide a permanent fix to the problems we have experienced with the vehicle.

We contend that Ford needs to do one of the following:

- Purchase the vehicle back for the purchase price we paid and reimburse us for sales tax and interest on the loan

or

- Ford needs to replace the drive train with a 2007 drive train and reimburse us for the cost of the coil replacement repairs and any incidental costs as a result of those repairs.

Please refer to the links below for supporting information:

http://www.consumeraffairs.com/automotive/ford_spark.html

http://www.consumeraffairs.com/automotive/ford_spark.html

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).