

February 25, 2009

US Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

202-316-  
1767

Ref. # 10256728

Dear Sir or Madam:

I am in receipt of the letter you sent to The Honorable Kay Bailey Hutchinson, United States Senator and I would like for you to reconsider your decision regarding opening an investigation into the safety concerns I have with my 2005 Lincoln Navigator.

I believe you have not received and reviewed all the documentation that I have that supports my concerns regarding the above mentioned vehicle. This vehicle is a safety hazard due to the following reasons:

1. Engine Noise – This engine noise is heard when the vehicle is started after sitting for a while. This should be a concern especially with the history of Ford vehicles catching on fire while sitting idle. This noise is not normal and my concerns are the inability for Lincoln to be able to diagnose the vehicle and make the proper repairs.
2. Hesitation – While my children and I were driving in the vehicle in February 2008, the vehicle stopped in the middle of the highway. This is a serious problem and could have caused a major accident. Major engine work was done to repair the problem, but there are still on-going issues. This is not only a safety concern for me and my family, but for other drivers on the highway. If my vehicle stops working again while me and my family are riding in it, who is to say that this will not cause a major accident. There are accidents daily where vehicles that have broke down on the highway and have gotten rear-ended by another vehicle because the vehicle did not see the broke down vehicle or could not avoid the vehicle. If this vehicle breaks down again on the highway, I personally will not push the vehicle to a "safe" location and me and my family will be stranded on the highway.

Along the same lines of the hesitation, while sitting at a complete stop the vehicle jerks forward even while I am on the brake. It is a small jerking motion, but none the less, the vehicle does not completely stop moving.

3. Front End Vibration – The vehicle is constantly shaking while driving, it is difficult to drive the vehicle at highway speeds because of the vibration. The steering wheel is constantly shaking and all passengers in the vehicle can feel the

vibration while riding in the vehicle. I have had four sets of tires on this vehicle since I purchased it in 2005. The tires are wearing out due to the vibration and thus causing the tire pressure sensor to fault.

4. I agree the other concerns I have are not "safety" issues, such as the sunroof, CD changer, driver's side seat, remote start and rear entertainment center. But my main complaint has been the safety issues regarding the front end, the engine noise and the hesitation. These three issues are safety issues and should be addressed accordingly.

I have a binder full of documents that I would like to provide you as support that I would like you to take into consideration regarding opening an investigation into this matter. Thank you in advance for your time and cooperation.

Colorado Springs, Co

(Monday – Friday 8:00 am – 5:00 pm)

(Monday – Friday after 5:00 pm, all day Saturday & Sunday)

Cc: The Honorable Kay Bailey Hutchinson via fax