



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

17-MAR-2009

Repository ☐

Reference No.
10262123

OWNER INFORMATION (Type or Print)

Name

Address

City

ENDICOTT

State

NY

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?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

☒ YES

☒ NO

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located on left side of front of vehicle
3LNHM26166R

Make
LINCOLN

Model
ZEPHYR

Model Year
2006

Date Purchased

4-15-06

Dealer's Name and Telephone Number

FEDUKE FORD UNL. MER. (607) 2754-5533

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City 220 VESTAL PARKWAY
E- VESTAL, N.Y. 13850

State
N.Y.

Zip Code
13850

1998

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

16-MAR-2008

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 200000 WHEELS

Failure Mileage

43905

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
☐ 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

0

Number of Deaths

0

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 2006 LINCOLN ZEPHYR. THE CONTACT STATED THAT ALL FOUR WHEELS ON HIS VEHICLE WERE DEFECTIVE. THE WHEELS CAUSE THE TIRES TO FLATTEN AND WILL NOT HOLD AIR. THE CONTACT MUST PLACE AIR IN THE TIRES EACH WEEK. THE DEALER STATED THAT THE VEHICLE NEEDED NEW WHEELS, BUT AT THE CONTACT'S EXPENSE BECAUSE THEY WERE NOT COVERED UNDER WARRANTY. THE FAILURE MILEAGE WAS 43,905. — ON 3-25-09 MR. FEDUKE (OWNER) CALLED ME TO DRIVING CAR IN ON 3-27-09 TO CHECK WHEELS — FOUND WHEELS PITTED — DEFECTIVE — FEDUKE + WARREN WEEKS (SVC. MANAGER) AGREED WHEELS SHOULD BE REPLACED — FEDUKE WORKING ON INQUIRY TO REPLACE WHEELS — THEY GROUND OUT PITTED WHEELS (WHICH WILL UNBALANCE WHEELS BY GRINDING OUT BAD SPOTS) WHICH WILL NOT CURE PROBLEM — PIT MARKS WILL RECUR IN TIME + CAUSE AIR TO LEAK IN TIRES NOT HOLD AIR — WHICH WILL BE + COULD CAUSE AN ACCIDENT (SAFETY HAZARD). THIS IS A TEMPORARY FIX. — REPLACED TIRES 11-28-07 MILEAGE 27,910 — KOST TIRE DR. RESEALED TIRES SEVERAL TIMES IN PAST YR. WAS TOLD CHROME FLAKING OFF WHEELS SITUATION GOT WORSE — WENT TO

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.

DEALER — SENT BACK TO KOST + TOLD WHEELS SHOULD BE REPLACED
WENT BACK TO DEALER

3-30-09 THANK YOU

INVOICE

FEDUKE FORD, Inc.

2200 VESTAL PARKWAY E.

VESTAL, NY 13850-1998

(607) 754-5533



CUSTOMER NO. 948034	ADVISOR DAVID POLMATEER	137	TAG NO. 220	INVOICE DATE 12/12/08	INVOICE NO. FOCS108309
	LABOR RATE 78.00	LICENSE NO.	MILEAGE 41,171	COLOR 7	STOCK NO.
ENDICOTT, NY	YEAR / MAKE / MODEL 06/LINCOLN/ZEPHYR/4DR SDN			DELIVERY DATE 04/15/06	DELIVERY MILES 000,465
	VEHICLE I.D. NO. 3 L N H M 2 6 1 6 6 R			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			P. O. NO.	R. C. DATE 12/12/08
BUSINESS PHONE	COMMENTS				MO: 41171

JOB# 1 CHARGES

LABOR
 # 1 46FOZ WHEELS/TIRES TECH(S): 204 0.00
 C/S CHROME PLATING FLAKING OFF RIMS.
 VERIFIED CONCERN. LR WHEEL CHROME PEELING.
 TOOK PICTURES AND SUBMITT TO FORD. REPLACEMENT OF WHEELS
 DENIED BY FORD.
 CUSTOMER TO CONTACT FMC.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 # 2 46FOZ01 WHEEL/TIRE CONCERN TECH(S): 204 0.00
 C/S ALL 4 TIRES LOOSE AIR.
 CUSTOMER RECENTLY HAD TIRES REPLACED.
 RECOMMEND TO TAKE BACK TO INSTALLER AND HAVE ALL 4 WHEELS
 CLEANED AROUND WHERE BEAD SEALS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

COMMENTS
 WAITER

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

 TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS! YOUR COMPLETE SATISFACTION IS
 OUR GOAL. YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF
 FOR ANY REASON YOU CAN NOT MARK "COMPLETELY SATISFIED",
 PLEASE CALL WARREN WEEKS, CUSTOMER RELATIONS MANAGER, AT
 754-5533, EXT. 317 PRIOR TO FILLING OUT THE SURVEY.

CUSTOMER SIGNATURE

**N.Y. STATE
 REPAIR SHOP #
 4040311**

DISCLAIMER
OF WARRANTIES

THE SELLER HEREBY EXPRESSLY
 DISCLAIMS ALL WARRANTIES EITHER
 EXPRESS OR IMPLIED, INCLUDING ANY
 IMPLIED WARRANTY OF MER-
 CHANTABILITY OR FITNESS FOR A
 PARTICULAR PURPOSE, AND SELLER
 NEITHER ASSUMES NOR AUTHORIZES
 ANY OTHER PERSON TO ASSUME FOR
 IT ANY LIABILITY IN CONNECTION WITH
 THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

All factory replacement parts are
 warranted for 12 months or 12,000
 miles whichever comes first. All
 other parts installed are warranted
 for 90 days parts & labor.

ALL PARTS INSTALLED ARE NEW
 UNLESS OTHERWISE SPECIFIED.

THANK YOU!

Date
3/16/2009



Work Order # 36-45056

Customer # 3636219

Vehicle: 2006 LINCOLN Zephyr Standard

ENDICOTT, NY

Plate#:

Mileage: 43905

VIN#:

Fleet ID:

Unit No:

Item Description	Qty	Price	Total
FLAT REPAIR	2.00	19.95	39.90
reseal bead replace stem and			
Work Order Total:			39.90
Tax:			3.19
Total:			43.09

3/16/2009

Paid: Mastercard

Paid: 43.09

CHROME PLATING FLAKING
OFF RIMS. RECOMMEND
REPLACE WHEELS

Tire warranty is void if tire was driven on flat
(damage to tire casing).
Not responsible for wheel covers on vehicles 5
years or older (including all after market covers).
I understand that lug nuts must be re-torqued after
50 miles and re-checked periodically thereafter.

Signed _____ Date ____/____/____

Please read carefully, check one of the statements below and sign
I understand that, under state law, I am entitled to a written
estimate if my final bill will exceed \$100

____ I request a written estimate.

____ I do not require a written estimate as long as the
repair cost do not exceed \$____. The shop may
not exceed this amount without my written or oral approval

____ I do not request a written estimate.

Signed _____ Date ____/____/____

Symptoms:

Comments:

Salesman: DEREK HOGOBOOM
Technician: MICHAEL AFFATATO

36-OWEGO

717 Route 17C

RSN:

Owego NY 13827