



U.S. Department
of Transportation

2009 MAY -7 PM 1:45
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

10-APR-2009

Repository ☐

Reference No.
10264894

OWNER INFORMATION (Type or Print)

Name

Address

City

PLYMOUTH

State

MN

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

5LMFU28R64L

Make

LINCOLN

Model

NAVIGATOR

Model Year

2004

Date Purchased

11-01-03

Dealer's Name and Telephone Number

LUTHER LINC. MERC.

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

PLYMOUTH

State

MN

Zip Code

55441

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

19-SEP-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 150000 SEAT BELTS

Failure Mileage

35000

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: DOTM9ABC036)

☐ 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 2004 LINCOLN NAVIGATOR. THE CONTACT STATED THAT THE SEAT BELTS IN HER VEHICLE WOULD NOT RETRACT PROPERLY. THE FAILURE WAS MORE NOTICEABLE IN THE DRIVER'S SEAT BECAUSE IT WAS USED MORE FREQUENTLY; HOWEVER, THE PASSENGER SIDE SEAT BELT MALFUNCTIONED OCCASIONALLY. THE CONTACT WAS UNSURE IF THE REAR SEAT BELTS MALFUNCTIONED BECAUSE THEY WERE HARDLY USED. SHE DISCOVERED A TECHNICAL SERVICE BULLETIN, WHICH STATED THAT THE MANUFACTURER WOULD CORRECT THE ISSUE IN FUTURE MODELS. IN THE INTERIM, THEY WANTED TO CHARGE THE CONTACT \$160 TO PLACE TEFLON TAPE IN THE RETRACTOR. SHE TOOK THE VEHICLE TO THE DEALER AND WAS INFORMED OF THE TSB AND TEFLON REMEDY. THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER COULD NOT ASSIST. THE CURRENT MILEAGE WAS 43,066 AND FAILURE MILEAGE WAS APPROXIMATELY 35,000.

FORD HAS KNOWN THAT THEIR SEAT BELT DESIGN IS POOR SINCE 2005 AS PER THE TECHNICAL SERVICE BULLETIN →

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.

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

Released 8/22/05 - I HAVE ATTACHED A COPY. THEY
HAVE INCORPORATED THE CHANGE IN THEIR MANUFACTURING
OPERATION BUT NEVER NOTIFIED OWNERS OF THE KNOWN
ISSUE ON A SAFETY RESTRAINT! I CAN'T AFFORD
THE \$160^(PER SCOE) TO FIX A PROBLEM THEY KNEW ABOUT!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



ALLDATA

Online Home | Account | Contact ALLDATA | Log Out | Help

NEW BRIGHTON FORD

Select Vehicle | New TSBs | Technician's Reference

Component Search:

OK

Conversion Calculator

2004 Lincoln Truck Navigator 4WD V8-5.4L DOHC VIN R

Vehicle Level → Technical Service Bulletins → All Technical Service Bulletins → Restraints - Seat Belts Slow to Retract

Restraints - Seat Belts Slow to Retract

Notes

TSB 05-16-11

08/22/05

THEY KNEW IN
OF ISSUE 20054/9/2009 - SPOKE
W/ FREDDY @ FORD**SAFETY BELT RETRACTION SPEED****FORD:**

2000-2003 Mustang
 2000-2006 Crown Victoria, Taurus
 2000-2003 Explorer Sport, Windstar
 2000-2005 Excursion, Explorer
 2000-2006 E-Series, Expedition, F-150,
 F-Super Duty, Ranger
 2001-2005 Explorer Sport Trac
 2001-2006 Escape
 2004-2006 Freestar
 2005-2006 Escape Hybrid
 2004-2006 F-650, F-750

LINCOLN:

2000-2002 Continental
 2000-2006 LS, Town Car, Navigator
 2003-2005 Aviator

MERCURY:

2000-2005 Sable
 2000-2006 Grand Marquis
 2000-2005 Mountaineer
 2004-2006 Monterey
 2005-2006 Mariner

Consumer
 Product Safety
 Commission
 (CPSC)

1-800-638-CPSC

NAT HIGHWAY TRAFFIC
 888-327-4236

This article supersedes TSB 04-24-21 to update the vehicle model years.

ISSUE

* → A service kit is now available to improve safety belt retraction speed.

ACTION

See the part application chart and select the appropriate kit. Follow the Instruction Sheet included in the kit. Refer to Workshop Manual Section 501-20A for additional information.

NOTE TEFLON TAPE SHOULD ONLY BE USED ON THE FRONT ROW SEATS FOR VEHICLES LISTED IN THIS TSB, WITH THE EXCEPTION OF THE AVIATOR, EXPLORER 4DR AND THE MOUNTAINEER. TEFLON TAPE CAN ALSO BE USED ON SECOND ROW SEATS FOR THESE THREE VEHICLES.

NOTE FOR MUSTANG, AVIATOR, EXPLORER 4DR AND MOUNTAINEER, REFER TO THE FOLLOWING BUILD DATE INFORMATION BEFORE PERFORMING THIS TSB. TEFLON TAPE HAS ALREADY BEEN INSTALLED DURING PRODUCTION ON SOME OF THESE VEHICLES.

- ^ MUSTANG: Only install on vehicles built through 6/15/2003. Teflon tape was already installed on vehicles built on/after 6/16/2003.
- ^ AVIATOR, EXPLORER 4DR/MOUNTAINEER (FRONT ROW SEATS): Only install on vehicles built through 6/24/2004. Teflon tape was already installed on vehicles built on/after 6/25/2004. *← MINE WAS BUILT AFTER THIS DATE*
- ^ AVIATOR, EXPLORER 4DR/MOUNTAINEER (SECOND ROW SEATS): Only install on vehicles built through 10/21/2004. Teflon tape was already installed on vehicles built on/after 10/22/2004. *They didn't*

*Fix it
on my
model!*

PART APPLICATION CHART	
Part Number	Application
YR3Z-63611D70-AA	MUSTANG
XW4Z-63611D70-AA	E-SERIES
XW4Z-63611D70-AA	LINCOLN LS
3L2Z-78611D70-AB	AVIATOR
3L2Z-78611D70-AB	CONTINENTAL
3L2Z-78611D70-AB	CROWN VICTORIA
3L2Z-78611D70-AB	ESCAPE
3L2Z-78611D70-AB	ESCAPE HYBRID
3L2Z-78611D70-AB	EXCURSION
3L2Z-78611D70-AB	EXPEDITION
3L2Z-78611D70-AB	EXPLORER 4DR
3L2Z-78611D70-AB	EXPLORER SPORT
3L2Z-78611D70-AB	EXPLORER SPORT TRAC
3L2Z-78611D70-AB	F-150
3L2Z-78611D70-AB	F850/F750
3L2Z-78611D70-AB	FREESTAR
3L2Z-78611D70-AB	F-SERIES SUPER DUTY
3L2Z-78611D70-AB	GRAND MARQUIS
3L2Z-78611D70-AB	MARINER
3L2Z-78611D70-AB	MONTEREY
3L2Z-78611D70-AB	MOUNTAINEER
3L2Z-78611D70-AB	NAVIGATOR
3L2Z-78611D70-AB	RANGER
3L2Z-78611D70-AB	SABLE
3L2Z-78611D70-AB	TAURUS
3L2Z-78611D70-AB	TOWN CAR
3L2Z-78611D70-AB	WINDSTAR

Zoom

Sized for Print

Parts Block

NOTE THE LABOR OPERATIONS WITHIN THIS TSB CAN BE CLAIMED IN COMBINATION AS NEEDED TO COVER THE REQUIRED REPAIRS.

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

OPERATION	DESCRIPTION	TIME
051611A	Install Teflon Tape B Pillars Both Sides (Includes Time To Remove And Install Trim Panels If Necessary)	0.8 Hr.
051611B	Install Teflon Tape C Pillars Both Sides (Includes Time To Remove And Install Trim Panels And Seats If Necessary)	1.1 Hrs.

DEALER CODING

BASIC PART NO.
70611B08

CONDITION
CODE
42

NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

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