

NOV 5 2009		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 06-OCT-2009	
				Repository ☐ Reference No. 10286529	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code		Evening Telephone Number	
OKLAHOMA CITY	OK				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
5LMRU27A4XL		LINCOLN		NAVIGATOR	
Model Year		Engine:		Fuel Type:	
1999		No: Cylinders		Premium	
Date Purchased	Dealer's Name and Telephone Number				
AUG 04	TEXAS DIRECT AUTO				
Original Owner	Dealer's City	State	Zip Code		
☐	HOUSTON TX	TX			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
AUTO	☒ Cruise Control	5.4 LITER	BROKEN WHEEL STUDS (2 TIMES)		05-OCT-2009
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 200000 WHEELS				Failure Mileage	Failure Speed
				230000	10
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
GOODYEAR					
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 1999 LINCOLN NAVIGATOR. THE VEHICLES REAR LEFT WHEEL FELL OFF IN JUNE OF 2008. A TIRE MECHANIC STATED THAT THE STUD BROKE. THE WHEEL WAS REPAIRED; HOWEVER, ON OCTOBER 5, 2009 WHEN HE ATTEMPTED TO DRIVE OUT OF A PARKING LOT HE HEARD A NOISE, AND NOTICED THAT THE VEHICLE WAS LEANING TO THE RIGHT. WHEN HE INSPECTED THE VEHICLE HE OBSERVED THAT THE RIGHT LEFT WHEEL AND THE ROTOR FELL OFF. THE MANUFACTURER STATED THAT HIS VIN WAS NOT INCLUDED IN RECALL 98V095000 WHEELS: LUGS/NUTS/BOLTS; THEREFORE, THEY WERE UNABLE TO ASSIST WITH THE REPAIR. THE FAILURE AND CURRENT MILEAGE WERE 230,000.					
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)

THIS IS THE SECOND TIME IN APPROX. 1 YR THAT THE WHEEL STUDS HAVE BROKEN ON THE REAR TIRES OF MY VEHICLE. I HAVE 4 CHILDREN THAT I TRANSPORT IN THE VEHICLE AND THAT WERE IN THE VEHICLE AT THE TIME OF INCIDENT. THANKFULLY I WAS EXITING A PARKING LOT AT A SLOW SPEED WHEN THIS OCCURED. I BELIEVE THIS TO BE A VERY SERIOUS, VERY DANGEROUS, AND NOT TO MENTION COSTLY PROBLEM THAT NEEDS TO BE ADDRESSED SOON BEFORE ANYONE GETS HURT OR KILLED.

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



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IN THE
UNITED STATES**

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**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

