

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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 SEP 23 2010 01-JUL-2010		Repository ☐ SEP 02 2010 Reference No... 10340927	
OWNER INFORMATION (Type or Print)					
Name		[Redacted]		Daytime Telephone Number	
Address		[Redacted]		E-mail Address	
City		HOUSTON		Evening Telephone Number	
State		TX		[Redacted]	
Zip Code		[Redacted]		[Redacted]	
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					
5LMFU27R34 [Redacted]		Make		Model	
[Redacted]		LINCOLN		NAVIGATOR	
Model Year		2004		Engine:	
Date Purchased		05/27/04		No: Cylinders	
Dealer's Name and Telephone Number		Northwood Lincoln Mercury 281-539-4900		8	
Original Owner		[X]		Fuel Type:	
Dealer's City		State		Zip Code	
Transmission Type		Automatic		Incident Date(s)	
[X] Antilock Brakes		Powertrain		24-JUN-2010	
[X] Cruise Control		Multiple Failure:		[Redacted]	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 161000 STRUCTURE: FRAME AND MEMBERS, 162810 STRUCTURE: BODY: HOOD: HINGE AND ATTACHMENTS, 176100 LATCHES/LOCKS/LINKAGES: HOOD: LATCH				Failure Mileage	
[Redacted]				54000	
Failure Speed				N/A	
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	
Tire Component Code		Failure Location:		Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:		[Redacted]	
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
[] Yes [X] No		[] Yes [X] No		NONE	
Number of Deaths		Reported to Police		N	
NONE		N		[Redacted]	
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. WHILE OPENING THE HOOD OF THE VEHICLE THE CONTACT NOTICED THAT THE HOOD SHOCK ABSORBERS WOULD NO LONGER SUPPORT THE WEIGHT OF THE HOOD. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THE SHOCK ABSORBER NEEDED TO BE REPLACED. THERE WERE NO PRIOR WARNINGS. THE VEHICLE WAS NOT REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 54000.					
The lack of a method to hold the hood up as maintenance is needed provides a dangerous situation. This part should be covered by the maintenance agreement which it is not!! To have the shock absorbers fail after 6 years after few uses is poor design.					
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 to 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.					