

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

NVS-200

9

SEP - 7 2011

[Redacted]  
*Essex, CT*  
[Redacted]

CL-10422367-1372

August 28, 2011

NHTSA Headquarters, 1200 New Jersey Ave SE  
West Building, Washington DC 20590  
Attn: David L. Strickland

Dear Director Strickland,

I own a 2005 Lincoln Navigator, VIN# 5LMFU28575L [Redacted] with a warranty expiration date of 7-20-12. Unfortunately I have found this vehicle to be defective with regard to the metal used in the manufacture of the retractable running boards. It looks as if the metal used is a mild steel plate only 1/8 inch thick, and the running boards have rusted away completely (see photos attached). The driver's side running board almost fell off the vehicle in a very dangerous way. The cost of a new running board is \$2,900. The attitude displayed by Ford is that the extent of this corrosion is to be expected, however there is NO corrosion on the alloy casting that is attached to the running boards. Both running boards proved to be equally and dangerously corroded. The metal used to make running boards was not sufficiently strong for normal use nor had it been protected from corrosion. Gengras Lincoln Mercury of East Hartford, CT who have serviced the vehicle regularly indicate that they have replaced two other retractable running boards on 2005 Lincoln Navigators that were in the same, corroded and dangerous condition as mine just within the last month.

I am asking for your help in getting Ford to rectify this situation or announce a recall to replace these defective and dangerous running boards. Your department's hotline has assigned me a Case # 10422367.

[Redacted]

Cc: Ms. Chrisa, Lincoln Mercury Customer Service Case# 1303872231  
CT Dept Consumer Protection

ET  
092711  
TGW

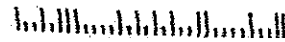




Essex CT



NHTSA Headquarters  
1200 New Jersey Ave. S.E.,  
West Building  
Washington DC  
20590



Attn:  
David L. Strickland