


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 29-AUG-2011 SEP 19 2011		Repository <input type="checkbox"/> Reference No. 10422367									
OWNER INFORMATION (Type or Print)															
Name		Address		City		State		Zip Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address	
				ESSEX		CT									
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		Model Year							
5LMFU28575L				LINCOLN		NAVIGATOR		2005							
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type:							
August 2008		GENGRAS LINCOLN MERCURY 860 289 9387				No: Cylinders		GAS							
Original Owner <input type="checkbox"/>		Dealer's City		State		Zip Code									
		EAST HARTFORD		CT		06108		8							
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)							
Automatic		<input checked="" type="checkbox"/> Cruise Control				BOTH RUNNING BOARDS		24-JUL-2011							
FAILED COMPONENT(S)/PART(S) INFORMATION															
Vehicle Component Code: 161000 STRUCTURE: FRAME AND MEMBERS								Failure Mileage		Failure Speed					
								80,000		60 MPH					
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)				<input type="checkbox"/> Original Equipment		<input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured		Number of Deaths		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 2005 LINCOLN NAVIGATOR. THE CONTACT STATED BOTH RUNNING BOARDS ON THE LEFT AND RIGHT SIDE OF THE VEHICLE WERE COVERED WITH RUST AND CORRODED. THE RUNNING BOARDS RETRACT IN AND OUT IN ORDER TO CLIMB INTO THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHO REMOVED THE RUNNING BOARDS BUT DID NOT REPAIR THE VEHICLE DUE TO THE REPAIR COST WHICH WAS OVER \$2000. THE MANUFACTURER WAS CONTACTED AND STATED THE REASON FOR THE RUST AND CORROSION WAS DUE TO THE CONTACT LIVING IN A SALT STATE AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 80,000. THE DRIVERSIDE RUNNING BOARD BROKE FREE AT THE REAR BRACKET THEN BEING HELD ON BY ONLY ONE BRACKET WHICH SOON WOULD HAVE BROKEN ALLOWING THE RUNNING BOARD TO FALL TO THE GROUND. (THE FRONT BRACKET)															
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)

THE RUNNING BOARD WERE MADE OF AN UNSUITABLE MATERIAL FOR THEIR USE. THIS SHOULD NEVER HAPPEN GENGAS TOLD ME THEY HAD ALREADY REPLACED 2 SETS OF RUNNING BOARDS ON SIMILAR LINCOLN NAVIGATORS OF 2005 VINTAGE

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

HARTFORD CT 061

10 SEP 2011 PM 6 T

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

NHTSA

U.S. Department of Transportation
National Highway Traffic Safety Administration

CASE # 1303872231

CUSTOMER #: 40546

189040



GENGRAS LINCOLN MERCURY 300 Connecticut Blvd. East Hartford, CT 06108 SERVICE PH: (860) 289-9387 FAX: (860) 290-6828 www.gengras.com

INVOICE

DUPLICATE 2 PAGE 1

SERVICE ADVISOR: 12505 Peter Busher

ESSEX, CT

HOME: [REDACTED] CONT: [REDACTED] BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	LINCOLN NAVIGATOR	5LMFU28575L [REDACTED]	[REDACTED]	80892/80895	T7305

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
06AUG08 DD		20JUL2012	16:30 19AUG11		VARI	CASH	18AUG11

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:U [REDACTED] ENG:5.4 LITER-3V_SOHC TRN:A
 07:40 09AUG11 07:10 18AUG11

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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1** CUST REQUESTS CHECK OF DR SIDE RUNNING BOARD
 18 REMOVED LEFT RUNNING BOARD DUE TO EXCESSIVE CORROSION. RUNNING BOARD UNSAFE TO REINSTALL. EMAIL CONCERNS OR PICS www.customeraskford.com
 13392 CP 99.00 99.00
 PARTS: 0.00 LABOR: 99.00 OTHER: 0.00 TOTAL LINE A: 99.00

3** CUST REQUESTS REMOVAL OF RIGHT FRT RUNNING BOARD
 46 REMOVED RIGHT RUNNING BOARD DUE TO EXCESSIVE RUST AND CORROSION. RUNNING BOARDS UNSAFE FOR REINSTALLATION. CUST RELATIONS PHONE 18005214140
 13392 CP 99.00 99.00
 PARTS: 0.00 LABOR: 99.00 OTHER: 0.00 TOTAL LINE B: 99.00

80892 3.00 REMOVED RUNNING BOARDS
 1** CUST REQUESTS CHECK OF FRT BRAKES
 02 REPLACED FRT VBRAKE PADS AND FRT BRAKE ROTORS
 13392 CP 0.00 0.00
 1 3UZZ*2V001*AB PAD 73.29 73.29
 2 2L1Z*1V125*AA ROTOR ASY 109.97 109.97
 PARTS: 293.23 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 293.23

3** Brake Pads, Front (M/C Preferred Value) - Replace and Machine Rotors
 BM12 Brake Pads, Front (M/C Preferred Value) - Replace and Machine Rotors
 13392 CP 242.87 242.87
 PARTS: 0.00 LABOR: 242.87 OTHER: 0.00 TOTAL LINE D: 242.87

3** Brake Rotors, Front - Replace (MPV use in conjunction w/ Brake Pad Replacement)
 BM65 Brake Rotors, Front - Replace (MPV use in

[] CASH [] CHECK CK NO. []
 [] VISA [] MASTER CARD [] DISCOVER
 [] AMER XPRESS [] OTHER [] CHARGE

Thank You for Your Business!

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENT	
SUBLET AMOUNT	
SUPPLIES/WASTE DISP.	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ER #: 40546

189040



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INVOICE

DUPLICATE 2 PAGE 2

SERVICE ADVISOR: 12505 Peter Busher

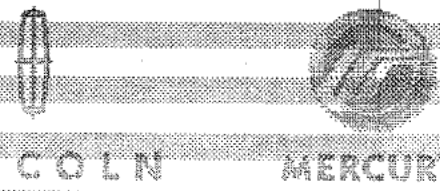
ESSEX, CT HOME: BUS: CONT: CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Lincoln Navigator.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a line for 'conjunction w/ Brake Pad Replacement'.

YOUR COMPLETE SATISFACTION IS OUR GOAL. IF YOU ARE NOT SATISFIED, PLEASE CALL ROGER PETERS AT 860-727-6267 DIRECT WE APPRECIATE YOUR BUSINESS VERY MUCH.

GENGRAS



Payment method selection form with checkboxes for CASH, CHECK, VISA, MASTER CARD, AMER XPRESS, OTHER, DISCOVER, CHARGE.

Summary table with columns: DESCRIPTION, TOTALS. Totals include Labor Amount (440.87), Parts Amount (293.23), and Total Charges (753.47).

Thank You for Your Business!

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

800.09

