

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 255

Data Received

14-MAR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

858464

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ (lasted attempt at windshield or drivers side)		Vehicle Make LINCOLN TRUCK	Vehicle Model NAVIGATOR	Vehicle Year 1998	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02615000	Part Name(s) WHEELS:LUGS:NUTS:BOLTS	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RECALL 98V095000/ LUGS, NUTS, AND BOLTS. VEHICLE WAS REPAIRED. AFTER THE REPAIRS, LUGS BROKE AGAIN. DEALER IS REPAIRING THE PROBLEM AGAIN. *AK

CONTINUED ON BACK (REVERSE)

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.

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 255 Date Received <u>14 MAR 2000</u> Reference No. <u>858464</u> Work Number <u>111</u> Home <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) <u>[REDACTED]</u> 596256				Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO In the absence of an authorization, <u>[REDACTED]</u> is your name and address to the vehicle manufacturer. Signature of Owner <u>[REDACTED]</u> Date <u>1/1</u>	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) <u>05267</u> <u>5LMK427L7WLJ</u>		Vehicle Make <u>LINCOLN TRUCK</u>		Vehicle Model <u>NAVIGATOR</u>	
Vehicle Year <u>1998</u>		Current Odometer Reading <u>44,000</u>			
Purchase Date ☒ New ☐ Used		Dealer's Name <u>Ocala Lincoln</u>		Engine Size <u>300 HP</u> (CID/CC/L) <u>V8</u> No Cylinders <u>8</u> ☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
City <u>OCALA</u> State <u>FL</u> Zip Code <u>34471</u>					
Transmission Type ☒ Manual ☐ Automatic		Antilock Brakes ☒ Yes ☐ No		Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	
Cruise Control ☒ Yes ☐ No		Drive Train ☐ Front ☒ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☒ Sport Util ☐ 2-Door ☐ Van ☐ Truck ☐ 4-Door ☐ Minivan ☐ Motorcycle ☐ Stationwagon ☐ Other ☒ SUV	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component <u>02815000</u>		Part Name(s) <u>WHEELS:LUGS:NUTS:BOLTS</u>		Location ☐ Left ☒ Right ☐ Front ☐ Rear	
No of Failures <u>1</u>		Date(s) of Failure(s) <u>3/11/2000</u> Mileage at Failure(s) <u>44K</u> Vehicle Speed at Failure(s) <u>65</u>		Failed Part(s) Available? ☒ Yes ☐ No	
NHTSA Previously Contacted? ☐ Yes ☒ No					
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured <u>0</u>	
Number of Fatalities <u>0</u>		Estimated Property Damage <u>0</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
RECALL 98V095000/ LUGS: NUTS, AND BOLTS. VEHICLE WAS REPAIRED. AFTER THE REPAIRS, LUGS BROKE AGAIN. DEALER IS REPAIRING THE PROBLEM AGAIN. *AK <i>WE WERE ALMOST KILLED! LOST THOUSANDS TRADING CAR IN EARLY I PAID FOR REPAIRS THAT WAS COVERED UNDER WARRANTY NO ONE WOULD TELL ME CAR WAS SAFE. I WAS TOLD IF I BOUGHT THE CAR AT OCALA LINCOLN THEN THEY WOULD FIX IT BUT DID NOT BUY IT THERE</i>					
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.					

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY NHTL HWY TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St., S.W.
Washington, D.C. 20590
Official Business
Penalty for Private Use \$300

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



U.S. Government Printing Office: 1995-423-580

I THINK THE PROBLEM WAS THAT THE RECALL ONLY
CALLED FOR NEW LUGS. THE RIMS HAD DONE DAMAGE
TO STUDS OR ROTOR BEFORE RECALL WAS DONE
SEE ENCLOSED WORK ORDER.

I RECEIVED \$25,731.00 ON TRADE IN ON NEW CAR LIST
PRICE LOOK UP WHAT RETAIL IS 105T THOUSANDS
ALL I NEEDED WAS THE CAR FIXED AND TO
BE TOLD CAR WAS NOW SAFE. CAR HAD
FULL BUMPER TO BUMPER WARRANTY.

TRADED 3/16/2000

RECALL NOV 2 98 845 MACHADO FORD HIALEAH FL
305-822 8560 - MAMA LINCOLN 752 732-2866

FOLD TO SHOW RETURN ADDRESS (NO STAMP NEEDED) FASTEN WITH TAPE OR STAPLE AND MAIL											
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)											
TIRE IDENTIFICATION NO.*											
D O T											
MANUFACTURER/TIRE NAME											
SIZE											
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.											
NARRATIVE DESCRIPTION (CONTINUED)											



OCALA LINCOLN-MERCURY

407 SO. MAGNOLIA AVENUE
TELEPHONE (352) 732-2866
OCALA, FLORIDA 34474

QualityCare
at your service

PARTS & SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 5:30 PM

TERMS: CASH OR CREDIT CARD
MASTER CARD
VISA
AMERICAN EXPRESS

P & A CODE: 11650

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

CHECK IF APPROPRIATE BOX			MILEAGE OUT
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO RETURN CLAIM	☐ PARTS SCRAP OUT	
\$	\$	\$	DATE OUT
PARTS	LABOR	TOTAL	

ON BEHALF OF ANYTIME DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, WERE NOT A RESULT OF A "RE-APPEARANCE" OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY AT ANY OTHER TIME. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF PAYMENT SET FORTH AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

DEALER GENERAL MANAGER OR AUTHORIZED PERSON

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: 457774

FOR OFFICE USE: ADV: 213 HUGUELET, INVOICE: FINAL, MAR W 2, DM VIN: 5LMFJ27L7ML05367, LICENSE NUMBER: FL 3
TAX RULES: VIN: INVOICED: 03/15/2000 08:55:35, 38 LINCOLN NAVIGATOR 2WD, 4DR OPTUTY
ODOMETER IN: 44621, DIST: DEF, DATES: INSERVICE: 07/997 PRODUCTION: 080697
DATES: BEGIN: 03/14/00, DONE: 03/15/00

CONCERN #1: CHECK ALL WHEELS FOR DAMAGE. LUG NUTS WERE LOOSE WHILE DRIVING ONE HUB WAS TO BE REPLACED. OPERATION: NOWHERE, TECH HOURS: 199, AMOUNT: 1.00
CORRECTION: REMOVE FRONT AND REAR WHEELS-INSPECT FRONT HUBS
TECH NOTES: FRONT TIRES WORN OUT - ONE WITH TREAD SEPARATION, AFTERMARKET L/F HUBBRAKE ACTOR, WHEEL BEARING DUST CAPS SEAT UP/DAMAGED FROM IMPROPER REMOVAL/INSTALLATION, WHEEL DAMAGE FROM UNKNOWN CAUSE, VEHICLE HAS NO OPEN RECALLS, LUGNUT RECALL HAD BEEN DONE AT SOME TIME PRIOR TO 180 DAYS AGO, PROPER LUGNUTS ARE ON VEHICLE.
FACTORY: PART AUTH: DM 031400 14:11

TYPE: A
SUBTOTAL: 1.00
TOTAL CHARGE FOR CONCERN: 1.00
GRAND TOTALS: 1.00
SUMMARY OF CHARGES FOR INVOICE 457774: TOTAL CHARGE: 1.00
PAYMENT DISTRIBUTION FOR INVOICE 457774: FAC WARRANTY: 1.00, TOTAL CHARGE: 1.00

CALL
IF YOU HAVE ANY QUESTIONS - PLEASE SEE RONALD J HUGUELET
PLEASE VISIT OUR WEB SITE AT WWW.OCALALINCOLNMERCURY.COM
E-MAIL US AT OCALALINCOLN@HOTMAIL.NET
REPRINTED 1 TIMES

PAGE 1
LAST PAGE

HENDERSON



OCALA LINCOLN-MERCURY

407 SO. MAGNOLIA AVENUE
TELEPHONE (352) 732-2866
OCALA, FLORIDA 34474

QualityCare
at your service

PARTS & SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 5:30 PM

TERMS: CASH OR CREDIT CARD
MASTER CARD
VISA
AMERICAN EXPRESS

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

P & A CODE: 11650

CHECK ALL APPROPRIATE BOX			RELEASE CUT
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP CUT	DATE CUT
\$	\$	\$	
PARTS	LABOR	TOTAL	

Authorized Signature and Date

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE INDICATED. SERVICES DESCRIBED WERE PERFORMED BY ME OR UNDER MY CLOSE PERSONAL SUPERVISION. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 1 YEAR FROM THE DATE OF PAYMENT. (FORD & CO.) THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVE(S) OF FORD

SIGNED: _____ DEALER GENERAL MANAGER OR AUTHORIZED REPRESENTATIVE DATE: _____

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

INVOICE TO:

DRIVER-RELATED INFORMATION INVOICE: C57774

FOR OFFICE USE

VEHICLE INFORMATION

ADV: 213 HUGUELET, INVOICE: FINAL CUS W C OM VIN: 1M2U27L7NL005267 LICENSE NUMBER: FL 3
TAX RULES: YNINN INVOICED: 03/15/2000 08:55:35 98 LINCOLN NAVIGATOR 2WD 4DR 3PTUTY
ODOMETER IN: 44621 DIST: DEF DATES IN SERVICE: 07/1997 PRODUCTION: 060697
DATES BEGIN: 03/14/00 DONE: 03/15/00

CONCERN 52: CHECK FOR CLICKING SOUND FROM REAR AT SLOW SPEEDS.
CORRECTION: UNABLE TO VERIFY CUSTOMER CONCERN-DUE TO UNSAFE TIRE CONDITION

OPERATION	TECH	AMOUNT
UNABLE	199	9 .00

TYPE: C

SUBTOTAL		
TOTAL CHARGE FOR CONCERN		.00

CONCERN 53: CHECK SR DOOR PANEL CRACKING
CORRECTION: NO WORK PERFORMED-NOT A DEFECT IN MATERIAL

OPERATION	TECH	AMOUNT
NO WORK	199	9 .00

TYPE: C

SUBTOTAL		
TOTAL CHARGE FOR CONCERN		.00

CONCERN 54: CHECK BOTH FRONT SEAT COVERS MATERIAL CRACKING
CORRECTION: NORMAL OPERATION

OPERATION	TECH	AMOUNT
NO	199	8 .00

TYPE: C

SUBTOTAL		
TOTAL CHARGE FOR CONCERN		.00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C57774
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE C57774
CASH PAID .00
TOTAL CHARGE .00

CALL
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RONALD J HUGUELET
PLEASE VISIT OUR WEB SITE AT WWW.OCALALINCOLNMERCURY.COM
E-MAIL US AT OCALALINCOLNMERCURY.NET
REPRINTED 1 TIMES

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

FREE ESTIMATES
DIAGNOSTIC CHARGES MAY APPLY

NAME _____

DATE _____ TIME _____

ADDRESS _____

PHONE _____

DATE _____
WANTED _____

YEAR	MAKE OF VEHICLE	BODY TYPE	LICENSE NO.	SERIAL NO. (VIN NO.)	MILEAGE		
RE-PAIR	RE-PLACE				LABOR	PARTS AND MATERIALS	SUBLET WORK
	②	Front DUST CAPS				500	230.00
	①	Aluminum wheel					236.00
		2-Tires 245-75-14					
* NOT EMC ISSUE *							
WARRANTY							
\$241.00 wheel + Dust Caps → must order							
NEED TWO front tire							
Belt broke in one wheel							
to drive.							

ESTIMATE BASED ON:

TOTALS

FLAT RATE	HOURLY RATE	MENU	OTHER
-----------	-------------	------	-------

The estimate is based on our inspection and does not cover additional parts or labor which may be required after the work has been started. After the work has started, worn or damaged parts which are not evident on first inspection may be discovered. Naturally this estimate cannot cover such contingencies. Parts prices subject to change without notice. This estimate is for immediate acceptance.

INTENDED METHOD OF PAYMENT: CASH LOCAL CHECK

CREDIT CARD _____

THIS WORK AUTHORIZED BY

[illegible]

REPAIR ORDER

NEWMAN'S ENTERPRISES
DBA NEWMAN'S 66
3321 Main Street
Columbia, South Carolina 29203
WRECKER SERVICE PHONE: 765-2096

MATERIAL USED		
QUAN.	PART NO.	DESCRIPTION
1	PF 11070R	149.00
5	2UGS	19.50
		168.50

NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: [REDACTED]
STATE: [REDACTED]
ZIP: [REDACTED]
PHONE: [REDACTED]
MARK: [REDACTED]
MODEL: [REDACTED]
YEAR: [REDACTED]
SERIAL: [REDACTED]
VIN: [REDACTED]
MILEAGE: [REDACTED]
RECEIVED: [REDACTED] DATE: 3/11/89
PROMISED: [REDACTED] A.M. P.M.
CUSTOMER ORDER NO. [REDACTED]
TERMS: [REDACTED]
ORDER WRITTEN BY: [REDACTED]

REPAIR ORDER INSTRUCTIONS
LUBRICATE ☐ OIL ☐ CHANGE ☐ OIL FILTER ☐ FLUSH ☐ FLUSH ☐ FLUSH ☐ WASH ☐ POLISH ☐
CHANGE OIL FILTER ☐ FLUSH ☐ FLUSH ☐ FLUSH ☐ WASH ☐ POLISH ☐

REPLACE RIGHT ROTOR

OUTSIDE REPAIRS

BROUGHT FORWARD

TOTAL PARTS

ACCESSORIES

QUAN.

ACCES NO.

PRICE

WE HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE PRICE TO COMPLETE THE REQUESTED REPAIRS.

NOT REPAIRABLE
CARS 70 CARS OR
ABOVE 75 LEFT IN
CARS A PART OF
FOR 1981 FOR
AND 1981 CARS
CARS 1981 FOR

GAS, OIL AND GREASE

GAS, OIL AND GREASE

GTS OIL 60

105 GHLACK 60

MUCL

PHONE WHEN READY: ☐	
TOTAL LABOR	48.50
TOTAL PARTS	168.50
ACCESSORIES	
GAS, OIL & GREASE	
OUTSIDE REPAIRS	
TAX	8.90
TOTAL AMOUNT	

REPAIR

TOTAL ACCESSORIES

**COMFORT INN**

139 MOTEL DRIVE ST. GEORGE, SC 29477

(843)563-4180

Printed on: March 12, 2000

Stay Information

Page 1 of 1

Guest Name(s):

Confirmation Number: 108672

Room Number: 108

Arrival Date: March 11, 2000

08:23 PM

Departure Date: March 12, 2000

08:59 AM

Room Type: QUEEN-QUEEN

Guest Charges

Date	Description	Amount
Mar 11, 00	ROOM CHARGE #108 HENDERSON, FRANK	\$45.95
Mar 11, 00	STATE TAX STATE TAX	\$2.30
Mar 11, 00	OCCUPANCY TAX OCCUPANCY TAX	\$1.84
Mar 12, 00	VISA PAYMENT CHECKOUT	(\$50.09)
	Ref: 7316 Auth: 328894 Acct: XXXXXXXXXXXX1692 Exp: 0501	
	Merchant: 123456789	

Balance Due: \$0.00

Signature: _____

If payment by credit card, I agree to pay the above total charge amount according to the card issuer agreement.

REPAIR OK

DBA NEWMAN'S 66

3321 Main Street

Columbia, South Carolina 29203

WECKER SERVICE PHONE: 765-2096

NEWMAN'S ENTERPRISES
DBA NEWMAN'S 66
3321 Main Street
Columbia, South Carolina 29203
WRECKER SERVICE PHONE: 765-2096

Inc.

10756 S.E. HWY. 441
BELLEVUE, FL 34420
(352) 245-9181



FORD

STOCK NO. 206246
DATE MAR 15TH
SALESMAN COLLINS

RETAIL BUYERS ORDER

	DRIVER'S LICENSE NO.		DATE OF BIRTH		SOCIAL SECURITY NO.	
	DRIVER'S LICENSE NO.		DATE OF BIRTH		SOCIAL SECURITY NO.	
	FACTORY ORDER NO.					ORDER DATE
	STATE <u>FL</u> ZIP <u>34471</u> HOME PHONE <u>(352) 694-6013</u> BUSINESS PHONE <u>(352) 694-6013</u>					
SERIAL NO. <u>1FTHW01P0YEC21661</u>		☒ NEW ☐ DEMO ☐ USED		IN SERVICE DATE <u>3.16.03</u>		MILEAGE <u>17</u>
YEAR <u>2000</u> MAKE <u>FORD</u>		MODEL <u>F-150</u>		BODY STYLE <u>CREW CAB</u>		COLOR <u>WHITE</u>

USED CAR TRADE IN						TOTAL LIST PRICE	
YEAR <u>1998</u>	MAKE <u>LINCOLN</u>	MODEL <u>NAVIGATOR</u>	BODY STYLE <u>4DR</u>	COLOR <u>WHITE</u>	ADV <u>N/A</u>		
MILEAGE <u>42631</u>		SERIAL NO. <u>5LAPU171NL205167</u>		FLORIDA TAG NO.		BALANCE OWED <u>N/A</u>	
BALANCE OWED TO WHOM			ADDRESS			PRICE OF VEHICLE & ACCESSORIES <u>40,500.00</u>	
PHONE NO.		ACCOUNT NO.		PAYOFF GOOD T/L		TRADE IN ALLOWANCE <u>25,751.00</u>	
						NET DIFFERENCE <u>14,750.00</u>	

* This charge represents costs and profit to the Seller/Dealer for items such as inspecting, cleaning, and adjusting new and used vehicles, preparing documents related to the sale. Ask to see our full disclosure.

***DEALER HANDLING** 242.50

FLORIDA LAW **WASTE TIRE AND LEAD-ACID BATTERY FEE** 3.50

EQUIPMENT			
I WISH TO TAKE DELIVERY OF THIS VEHICLE ON:			
DATE	AT	PM	X

DEPOSIT (REFUNDABLE)		DEPOSIT (NON-REFUNDABLE)	
Ford of Ocala, Inc. agrees to honor this mutually agreed upon price until the above date and time. I understand Ford of Ocala, Inc., reserves the right to sell this vehicle, at its sole and absolute discretion, before the date and time, in which case my deposit will be fully refunded.		Ford of Ocala, Inc. agrees to honor this mutually agreed upon price and to hold this vehicle until the above date and time, in consideration of Ford of Ocala, Inc., removing this vehicle from the market, (at my request), I understand and agree that my deposit is NOT REFUNDABLE under any circumstances, and will remain the property of Ford of Ocala, Inc. if I cancel this transaction for any reason. This provision embodies the entire understanding of the parties with regard to my deposit.	
X		X	
Receipt No.	Cash	Date	By
Receipt No.	Cash	Date	By
Receipt No.	Check	Date	By

APPLICANT(S) AUTHORIZE YOU TO CHECK MY/OUR CREDIT AND EMPLOYMENT HISTORY AND TO ANSWER ANY QUESTIONS ABOUT CREDIT EXPERIENCE WITH ME/US.			
DATE		CO-BUYER	
DATE		DATE	
SALES MANAGER APP.		FINANCE CO.	
R & I APPROVAL		LIEN AMOUNT	
		N/A	

THIS IS AN AGREEMENT TO PURCHASE NOT A BINDING CONTRACT

I UNDERSTAND THAT THERE WILL BE A CHARGE FOR MY ☐ NEW TAG OR ☐ TAG TRANSFER AND THIS CHARGE WILL BE C.O.D.

INITIAL

Detroit, Mich., May 26. — The North American International Auto Show (NAIAS) today announced that it has scheduled a press conference for the 1999 show — six months ahead of the show's official opening. Chrysler will introduce the 1999 Jeep Grand Cherokee to a worldwide audience on June 16, 1998, at 1 p.m. at Cobo Center in Detroit.

"We just couldn't wait until next January to debut the newest version of our gold-standard sport utility — the all-new Jeep Grand Cherokee," said Chrysler Chairman Robert Eaton. "So we simply asked that the auto show calendar be moved ahead by six months to accommodate this special announcement."

"The NAIAS has always been the premier venue for worldwide introductions so we're delighted to open the show doors a little early — OK, six months early — if only for a couple of hours," said Harold Kuhn, senior co-chairman 1999 NAIAS. "Chrysler has had a long tradition of unique product introductions, and this will be no exception."

Kuhn added that the new Jeep will be on display at the 1999 show in January.

In 1992, Chrysler literally burst onto the scene when then-Mayor Coleman Young and then-Chrysler President Robert Lutz drove the original Jeep Grand Cherokee from the Jefferson North Assembly Plant up the steps of Cobo Hall and straight through a glass window.

Detroit, Mich., May 27. — This is getting to be a habit. Ford Motor Company has announced yet another couple of recalls for its popular truck line. During the past month, the company has recalled, literally, millions of its best-selling vehicles for potentially lethal safety defects.

On May 6th, Ford said it was recalling as many as 340,000 1997 and 1998 model year Explorer and Mountaineer sport/utility vehicles due to a jump starting problem that could create a fire hazard. At the same time, it announced a recall for about 25,000 1995 Econoline cutaway and strip-chassis-based vans to address a separate fire hazard related to possible leakage problems of the fuel line.

On May 12th, the company announced that it was notifying owners of approximately 1.7 million 1997 and 1998 model-year F-150, F-250, Expedition vehicles of a voluntary safety recall involving the wheel lug nuts. "Due to an interference condition caused by the coating design," the company reported, "some of the affected vehicles may have lug nuts that may loosen and not hold a wheel to the vehicle."

Now, the company is notifying approximately 103,000 owners of 1999 model-year F-250, F-350, F-450 and F-550 Super Duty trucks of a voluntary safety recall involving a steering concern, and approximately 12,000 owners of 1999 model-year F-350 Super Duty single-rear-wheel trucks of a parking brake concern.

For the steering concern, one or more of the rivets on the steering shaft flexible coupling may not have been properly crimped during manufacture of the shaft. This could result in the coupling turning on the shaft and potentially could result in a reduction or loss of steering capability. There have been no reports of accidents or injuries related to this condition.

In the same vehicle population, Ford is notifying approximately 12,000 owners of certain 1999 model-year F-350 Super Duty single-rear-wheel trucks of a parking brake concern. Some of the affected vehicles may not meet a federal safety standard requirement for the parking brake system. There have been no reports of this concern occurring.

Wednesday, May 13, 1998

Autos

HOME PAGE

[Classifieds](#)

[Personals](#)

[JobHunter](#)

[Model Homes](#)

[Place an ad](#)

[Editorials](#)

[Horoscopes](#)

[Lottery](#)

[Weather](#)

[Death Notices](#)

[CyberSurvey](#)

[Search Engine](#)

[Back Issues](#)

[Site highlights](#)

[Accent](#)

[Autos](#)

[Business](#)

[Careers](#)

[Casino Guide](#)

[Comics](#)

[Comic Books](#)

[Cyberia](#)

[Food](#)

[Homestyle](#)

[Letters](#)

[Metro](#)

[Money](#)

[Movie Finder](#)

[Nation/World](#)

[Neat!](#)

[Obituaries](#)

[Outlook](#)

[On Detroit](#)

[Pets](#)

[Rearview Mirror](#)

[Screens](#)

[Showtime](#)

[TV Listings](#)

[Voices](#)

[Sports](#)

[Lions](#)

[Pistons](#)

[Tigers](#)

[Wings](#)

[College](#)

[U-M](#)

Loose lug nuts force Ford recalls

Automaker will replace piece for free on 1.7 million trucks

By Katherine Yung / The Detroit News

DEARBORN -- Ford Motor Co. is recalling 1.7 million of its most popular and expensive trucks because their wheels may fall off.

The No. 2 automaker is notifying owners of all 1997 and most 1998 F-150 and F-250 pickup trucks, and Ford Expedition and Lincoln Navigator sport-utility vehicles that the vehicles may lose their wheels because of loose lug nuts.

That already has happened 98 times, causing four injuries and prompting Ford to recall the trucks, said Ford spokeswoman Karen Shaughnessy.

The problem? The design of the coating on the lug nut prevents the nut from bottoming out against the wheel.

"There is too much coating," Shaughnessy said.

This isn't the biggest recall in Ford's history. That happened in April 1996 when the auto company recalled 7.9 million vehicles -- the biggest recall in U.S. history -- for faulty ignition switches that may cause fires.

But recalls rarely occur over something so basic to a vehicle as its wheels staying on, particularly on such important vehicles. These trucks, which all come from the same underpinnings and share many of the same parts, drove Ford to record profits in 1997.

Two earlier recalls on the Expedition involved faulty suspension weld attachments and transmission shift cables.

Ford dealers will replace the lug nuts with new ones at no cost to owners. Ford would not disclose the cost of the repairs.

Copyright 1998, The Detroit News

[Comments?](#)

Click **here** for a free car quote in
InvoiceDealers...

Ford: Safety Recall of F-150s, F-250s, Expeditions, and Navigators

12 May 1998

Ford Announces Vehicle Campaign

DETROIT, May 12 /PRNewswire/ — Ford Motor Company (NYSE: F) is notifying owners of approximately 1.7 million 1997 and 1998 model-year F-150, F-250, Expedition and Navigator vehicles of a voluntary safety recall involving the wheel lug nuts.

Due to an interference condition caused by the coating design, some of the affected vehicles may have lug nuts that may loosen and not hold a wheel to the vehicle.

Owners of affected vehicles will be notified by mail to have their vehicles serviced. Dealers will inspect wheels and replace lug nuts with nut that have a different coating design on affected vehicles at no expense to owners.

SOURCE Ford Motor Company

News Archives: [\[12 May 1998\]](#) [\[May 1998\]](#) [\[Archive Index\]](#)

Copyright © 1996, 1997, 1998, 1999, 2000
The Auto Channel Contacts.

Send questions, comments, and suggestions to: Editor-In-Chief@theautochannel.com.

RacingPR

FOR IMMEDIATE RELEASE

RacingPR.com - Your comprehensive source for motorsports press releases, Press Snoop Online,
TV listings, and more!

[http://www.theautochannel.com/news/press/data/
19980512/press012349.htm](http://www.theautochannel.com/news/press/data/19980512/press012349.htm)



Office of Defects Investigation Recall Database

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: March 15, 2000 10:07:34 AM

NHTSA CAMPAIGN ID Number: 98V095000

Component: WHEELS:LUGS:NUTS:BOLTS
Manufacturer: FORD MOTOR COMPANY
Mfg. Campaign #: 98S14
Year: 1998
Make: LINCOLN TRUCK
Model: NAVIGATOR
Potential Number of Units Affected: 1520000
Manufactured From: DEC 1995 To: APR 1998
Year of Recall: '98
Type of Report: Vehicle
Summary:

Vehicle Description: Multi-purpose vehicles and light duty pickup trucks. The lug nuts on these vehicles may not create sufficient clamp load allowing wheel movement in relation to the hub/rotor mounting surface.

This can result in the loosening of lug nuts, stud fatigue failure, and the potential for a wheel separation from the vehicle, increasing the risk of a vehicle crash.

Owners of these vehicles will be receiving two notifications. The first notification, which began in May 1998, will provide an interim repair procedure until parts become available. This interim procedure can be completed by owners or their dealers. It specifies that the lug nut torque must be verified to be 100 lbs. Then the lug nuts need to be tightened an additional 1/8 to 1/4 turn more. There will be a second owner notification, which is expected to begin July 20, 1998, under which dealers will inspect the wheel studs and replace the wheel lug nuts. Owners will be receiving two notifications. The first notification, which began in May 1998, will provide an interim repair procedure. There will be a second owner notification, which is expected to begin July 20, 1998. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

This search returned 1 record.

[New Search](#)
[Return to Safety Problems and Issues](#)



Office of Defects Investigation Complaints Database

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: March 15, 2000 10:24:56 AM

ODI ID: 607565

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1998

Date of Failure: Thursday, October 01, 1998

Incident: No

Fire: No

Number of Injuries:

Component: WHEELS:SINGLE:LUGS:NUTS:BOLTS

Summary: LUG NUTS FAILED.

This search returned 1 record.

[New Search](#)

[Return to Safety Problems and Issues](#)



[Send mail to the Web Master](#)



Office of Defects Investigation Service Bulletins Database

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: March 15, 2000 10:36:03 AM

Service Bulletin Number: 9811344

Bulletin Sequence Number: 750

Date of Bulletin: 9802

NHTSA Item Number: SB607514

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1998

Component: WHEELS:OTHER

Summary: SOME VEHICLES MAY EXHIBIT LOOSE LUGNUTS AND / OR BROKEN WHEEL STUDS. *TT

This search returned 1 record.

The total number of records returned does not necessarily reflect the number of problems or issues identified by the manufacturer with respect to the item covered by the search. In some instances, manufacturers reissue a bulletin or send follow-up bulletins to their dealers.

[New Search](#)

[Return to Safety Problems and Issues](#)



[Send mail to the Web Master](#)



Office of Defects Investigation

Complaints Database

Call the Auto Safety Hotline toll free at (888) 327 4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: March 15, 2000 10:54:43 AM

ODI ID: 852673

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1998

Date of Failure: Saturday, October 16, 1999

Incident: No

Fire: No

Number of Injuries:

Component: WHEELS:LUGS:NUTS:BOLTS

Summary: PRIOR TO THIS HAD THE ALL TIRES ROTATED AND FOUND OUT LATER THAT THE LUGS: NUTS WERE LOOSE. WHILE DRIVING ON HIGHWAY AT APPROXIMATELY 65MPH, ALL OF THE SUDDEN

ODI ID: 828016

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1998

Date of Failure: Tuesday, July 14, 1998

Incident: No

Fire: No

Number of Injuries:

Component: WHEELS:LUGS:NUTS:BOLTS

Summary: CONSUMER HAS BEEN WAITING ON DEALER TO REPLACE LUGS NUTS. SENT JULY 14, 1998; DEALER STILL INFORMING CONSUMER THAT THEY CANNOT GET THE PARTS. *AK

ODI ID: 606196

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1998

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: WHEELS:LUGS:NUTS:BOLTS

Summary: LUG NUTS RECALLED FOR TIGHTENING, HOWEVER NOT FOR REPLACEMENT (INADEQUATE RECALL.) 98V-095. MJS

ODI ID: 780394

Make: LINCOLN TRUCK

Model: NAVIGATOR

Year: 1998

Date of Failure:

Incident: No

Fire: No

Number of Injuries:

Component: WHEELS:LUGS:NUTS:BOLTS

Summary: VEHICLE ROLLED OVER FOUR TIMES WHEN WHEEL SEPERATED DUE TO LUG NUT FAILURES. OCCURANCE COULD HAVE BEEN AVOIDED HAD FORD ISSUED RECALL NOTICED IN A MORE TIMELY

This search returned 4 records.

[New Search](#)

[Return to Safety Problems and Issues](#)



[Send mail to the Web Master](#)



DISPUTE SETTLEMENT BOARD APPLICATION

(Please supply all requested information)

HOMEOWNER FOR JUSTICE INC.

Please print (in black ink) or type

Case No. _____

(Internal Use Only)

City _____

Address _____

City _____

State _____

Vehicle Year 1998 Make LINCOLN Model NAVIGATOR Acquired ☐ New ☒ Used ☐ Leased ☐

Vehicle Use ☒ Personal ☐ Commercial ☐ Mileage at time of used vehicle purchase 33,000

Date Purchased/Leased 1999 Current Mileage 44,000

How did you hear about the Dispute Settlement Board process? ☐ Dealer ☐ Factory Representative

☐ Ford 400 ☒ State or Federal agency ☐ Other (Specify) _____

Selling Dealer _____ City _____

Servicing Dealer(s) Ocala Lincoln/Mercury City Ocala FL

1. Briefly describe your unresolved service concern(s) below: (Attach legible copies of applicable repair orders and/or other supporting documents. Keep the originals for your records.)

FRONT RIGHT WHEEL CAME OFF AT HIGH SPEED!
ROD SERVICE WRITER - MARK, SERVICE MANG. G.M. OF DEALER
SHIP LUGS & STUDS BROKE OFF - RECALL WAS PERFORMED
IN 98 - WAS TOLD IF I HAD BOUGHT FROM Ocala LINCOLN/MERCURY
THEY WOULD COVER IT BUT DID NOT BUY IT THERE WILL NOT HELP ME

2. How many times has the vehicle been in for the same warranty repair? 1

First repair attempt: Date 3/14/2000 Mileage 44,000

Last repair attempt: Date _____ Mileage _____

3. How many business days has the vehicle been out of service for warranty repairs? 2

4. Have you recently contacted your dealer about this concern? Yes ☒ No ☐ Individual's name see above

5. Does the stated warranty concern now exist? Yes ☒ No ☐ TRADED CAR BECAUSE UNST

6. Would you like to make an oral presentation to the Board? Yes ☒ No ☐ 3/16/2000

If yes, would you like to make it in person _____ or by teleconference ☒

7. Describe what you want done to resolve your concern:

CAR HAD RECALL DONE AND LUGS CAME LOOSE WHEEL CAME
OFF NO ONE AT DEALERSHIP OR FORD WOULD HELP ME!

DISPUTE SETTLEMENT BOARD - a voluntary, free, independent dispute settlement program

WE WERE ALMOST KILLED LOST THOUSANDS TRADING CAR

Signature _____ Date _____

Mail this completed form, and any supporting documents to:

IN EARLY. PAID FOR REPAIRS THAT SHOULD HAVE BEEN COVERED
UNDER WARRANTY. LOST TIME. HAD TO STAY OUT OF TOWN

Dispute Settlement Board
P.O. Box 5120
Southfield, MI 48086-5120

NO ONE WOULD TELL ME CAR WAS SAFE HAD
TO TRADE WITH NO TIME TO SHOP ETC. ETC. RML

THE CAR WAS NOT FIXED. I KNEW IN FOR A UPSHIFT
WHAT WILL HAPPEN TO THE NEW RETAIL BUYER NOW?

I THINK THE PROBLEM WAS THE RECALL ONLY
CALLED FOR NEW LUGS, THE RIMS HAD DONE DAMAGE
TO THE STUDS BEFORE REPLACEMENT. SHOULD HAVE
REPLACED STUDS OR ROTOR AT TIME OF RECALL.

NOT ONLY WOULD THEY NOT HELP ME WITH THIS PROBLEM
SEE ENCLOSED WORK ORDER WOULD NOT COVER ANYTHING

MY NAME IS CHARLENE HENDERSON, FRANK HENDERSON'S WIFE.
I AM ILL WITH LUPUS AND AM NOT SUPPOSED TO BE STRESSED. THIS
EPISODE DESCRIBED ABOVE PUT SO MUCH STRESS ON ME THAT I AM
STILL ILL WITH A FLARE UP AS I AM WRITING THIS. I WOULD NOT
RIDE IN THIS CAR AGAIN. IN ADDITION IT IS NOT FAIR THAT WE
HAVE TO SPEND AN ADDITIONAL \$15,000 OUT OF THE BLUE TO RECTIFY
A WIDE SPREAD PROBLEM WHICH WE HAD NO CONTROL OF WHILE THE
CAR WAS SUPPOSED TO BE UNDER FACTORY WARRANTY. OCA A LINCOLN
MERCURY SHOULD NOT ^{Dispute Settlement Board} ~~DO BUSINESS~~ RECOGNIZED DEALER WITH THE
ATTITUDE THAT THEY ~~DO BUSINESS~~ THEY WILL ONLY HELP
CUSTOMERS WHO PURCHASE ^{from them} ~~FROM THEM~~.
48086-5120

Received 25731. "TRADE IN" OFF OF LIST PRICE
YOU LOOK UP RETAIL PRICE FOR 98 NAVIGATOR
LOST THOUSANDS WHY?