

 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 05-MAY-2011		Repository ☐ Reference No. 10399185					
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name						Evening Telephone Number			
Address									
City		State		Zip Code					
GROSS POINTE PARK		MI							
<i>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).</i>									
VEHICLE INFORMATION									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3LNHL2GCXB				Make LINCOLN		Model MKZ		Model Year 2011	
Date Purchased 3/2011		Dealer's Name and Telephone Number UNIVERSITY LINCOLN 800.837.5682				Engine: No: Cylinders		Fuel Type:	
Original Owner ☐		Dealer's City		State		Zip Code			
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s) 15-MAR-2011	
		☒ Cruise Control							
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Code: 010000 STEERING						Failure Mileage 359		Failure Speed 60	
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)		☐ Original Equipment ☐ 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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>									
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured 0		Number of Deaths 0		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 2011 LINCOLN MKZ. THE CONTACT STATED THAT THE VEHICLE DRIFTED TO THE LEFT ABNORMALLY. THE CONTACT STATED THAT THE FAILURE WOULD OCCUR MOST FREQUENTLY WHEN TRAVELING AT HIGHWAY SPEEDS OF 60 MPH AND ABOVE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO WAS UNABLE TO LOCATE A FAILURE WITHIN THE STEERING. THE VEHICLE WAS NOT REPAIRED. THE CURRENT MILEAGE WAS APPROXIMATELY 4,000 AND THE FAILURE MILEAGE WAS 359. <i>See attached report and narrative</i>									
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.									

RE: 10399185


Lincoln MKZ

I purchased the above referenced car sometime in March. On my trip home from the dealership I noticed that I was drifting into the left lane and had to correct rather suddenly. Since my car arrived from Minnesota to Michigan in March, I assumed it was an alignment problem due to a pothole and that would be corrected with a wheel alignment. Driving on the highway at higher speeds (60-70) my car can change lanes without assistance from the driver. You need to constantly steer this car (and other 2011 MKZ see Edmunds.com

<http://answers.edmunds.com/question-2011-Lincoln-MKZ-AWD-1-500-miles-Two-control-arms-replaced-Car-drifts-left-Dealer-stumped-Any-thoughts-116625.aspx>).

I went to Maxey Lincoln in Detroit, Michigan and they checked the car and said they could not verify the problem. I insisted they put the car on the alignment machine, which they did, and told me the car "met specifications."

That was just impossible to believe so I asked them to drive with me on the highway, which they did two weeks later. They again saw no problem attributing the "problem" to crown of the road, crosswinds, and not driving with two hands. I have since learned that Lincoln has told their dealerships that they will not be reimbursed for warranty work without verifying the complaint, and in this instance, it cannot be verified without taking your hands off the wheel. So, Lincoln has put me in a "Catch 22". Lincoln has decided that this drift is within their specification and will not attempt a repair, yet when I took my car to an independent mechanic, at my expense, they told me that my car is out of alignment (attached). Lincoln dismisses this independent mechanic, naturally! My home dealership, Varsity Lincoln, Novi, Michigan, tells me the same Lincoln position, there is nothing to fix. At my home dealership, I asked to drive a 2011 MKZ at random on their lot. On the freeway it had the same drift problem. I came out of a 2008 MKZ and it had no such problem, nor do any of the 2010 MKZs that I have driven. My friends that have the 2010 MKZ report no such problem. I am convinced that it is related to a defect and Lincoln has no resolve, so they have made this safety concern within specifications requiring no repair. I have been to Maxey Lincoln at least three times. I have been to Varsity Lincoln once. I have complained to the Lincoln customer representative, who dismissed my complaint out of hand. I have reported the problem to our state Attorney General's office. I have discussed this problem with two different people in Ford's Executive Suite. On Monday, 6/5/11, I am meeting with a regional engineer from Lincoln, arranged by the Executive Suite. Under Michigan's Lemon Law I have to have several repair attempts but I can't get several repair attempts because Lincoln, in all their arrogance, has decided that this steering drift is not a problem and therefore there is nothing to repair. If it is crosswinds, why do I only encounter crosswinds from the right? Without constant focus and attention, I find myself in the left lane. Fortunately, either no other car is in the left lane or the "beep" from the other driver moves me to the right. I have told Lincoln that this is clearly a safety issue and that I intend to sue Ford/Lincoln and the dealerships should something happen to me, or worse, to some other driver. While admittedly hearsay, a goggle entry mentioned that this problem is similar to the recent steering recall involving a model of Chevrolet.

updated in March

Front : Left

Actual	Before	Specified Range
-0.4°		-0.8° 0.7°
3.6°		3.0° 5.0°
-0.11°*		0.00° 0.20°
4.1°		
3.7°		

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.1°		-0.8° 0.7°
3.6°		3.0° 5.0°
0.25°*		0.00° 0.20°
3.9°		
3.8°		

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
-0.3°		-1.0° 1.0°
0.0°		-1.0° 1.0°
0.3°		
0.14°		0.00° 0.40°

Rear : Left

Actual	Before	Specified Range
-1.1°		-1.9° -0.6°
0.25°		-0.08° 0.32°

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-1.1°		-1.9° -0.6°
0.09°		-0.08° 0.32°

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
0.0°		-1.0° 1.0°
0.34°		0.04° 0.44°
0.08°		-0.10° 0.10°

\$ 70.00