

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 150148</p> <p>Date Received 24-JUN-2013 <i>AUG 5 2013</i></p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10521475</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>						<p>Daytime Telephone Number</p>		<p>E-mail Address</p>	
<p>Name</p>		<p>Address</p>		<p>City</p>		<p>State</p>		<p>Zip Code</p>	
<p>SHREVEPORT</p>		<p>LA</p>		<p></p>		<p>Evening Telephone Number</p>		<p>NA</p>	
<p><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></p>									
<p><b>VEHICLE INFORMATION</b></p>									
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3LNHM26T07R</p>				<p>Make LINCOLN</p>		<p>Model MKZ</p>		<p>Model Year 2007</p>	
<p>Date Purchased 11-25-06</p>		<p>Dealer's Name and Telephone Number Harter L-MINC (closed)</p>				<p>Engine: No: Cylinders 46 3.5L</p>		<p>Fuel Type: Fuel Injection</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>		<p>Dealer's City Shreveport</p>		<p>State LA</p>		<p>Zip Code 71105</p>			
<p>Transmission Type Auto</p>		<p><input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> ABS <input checked="" type="checkbox"/> Cruise Control</p>		<p>Powertrain WARRANTY 1yr/70K mi.</p>		<p>Multiple Failure: BATTERY</p>		<p>Incident Date(s) 6-8-09 14,757 miles 9-20-10 23,017 mi 6-4-13 37,125 miles</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>									
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 170000 LATCHES/LOCKS/LINKAGES</p>						<p>Failure Mileage</p>		<p>Failure Speed</p>	
<p>Door lock drivers side broke</p>						<p>38,000</p>		<p>NA</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>									
<p>Tire Make</p>			<p>Tire Model (Name or Number)</p>			<p>Tire Size (Example P215/65R15)</p>			
<p>DOT No. (Example: DOTM9A3C036)</p>			<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>				
<p>Tire Component Code</p>					<p>Tire Failure Type:</p>				
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>									
<p>Make:</p>			<p>Date Manufactured:</p>			<p>Model No./Name:</p>			
<p>Seat Type:</p>			<p>Installation System:</p>						
<p>Child Seat Component Code:</p>			<p>Failed Part:</p>						
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>									
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured 0</p>		<p>Number of Deaths 0</p>		<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>									
<p>TL* THE CONTACT OWNS A 2007 LINCOLN MKZ. THE CONTACT STATED THAT THE ENGINE FAILED TO OPERATE ONCE THE IGNITION WAS STARTED. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER WHERE THE BATTERY WAS REPLACED. THE FAILURE RECURRED THREE TIMES WITH THE REPLACEMENT OF THE BATTERY EACH TIME. IN ADDITION, THE FRONT DRIVER'S SIDE INFERIOR POWER DOOR LOCK FAILED TO UNLOCK. THE CONTACT HAD TO EXIT THE VEHICLE FROM THE FRONT PASSENGER'S SIDE DOOR. THE MANUFACTURER WAS NOT NOTIFIED OF THE DEFECT. THE FAILURE MILEAGE WAS UNAVAILABLE. <i>The dealer Auntree Ford failed to determine the problem with the batteries as requested. This car has had 4 batteries within 37,125 miles - Two were replaced on warranty. Two times I got it jumped off - Towed once.</i></p>									
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>					<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>				
<p>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.</p>									

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The towing fee (65<sup>00</sup>) was paid by the owner <sup>myself</sup>. 6-04-13  
Aountree charged me \$243.59 for the battery plus labor. Seems excessive to me.

Aountree Ford is the current dealer since I purchased this car.

Their address is 8770 Business Park Drive Shreveport, La. 71135

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



SHREVEPORT LA 71135

22 JUL 2013 PM 2 1

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**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**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration