



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

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

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 27-JUN-2014	Repository <input type="checkbox"/>
	Reference No. 10606402

Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]	

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City GLADYS State VA Zip Code [REDACTED]

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 3LNHM26TX7R [REDACTED]	Make LINCOLN	Model MKZ	Model Year 2007
Date Purchased 8/2007	Dealer's Name and Telephone Number Crossroad Bergland 434-385-6226	Engine: No: Cylinders 6	Fuel Type: Unleaded Mid-grade
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 01-MAR-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 160000 STRUCTURE, 980000 UNKNOWN OR OTHER	Failure Mileage 120000	Failure Speed 0
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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: DOTM19ABC036)	<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 0	Number of Deaths 0	Reported to Police N
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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 STATED THAT THE VENT IN THE DASHBOARD BUCKLED AND THE DEALER STATED THAT THEY WERE UNABLE TO REPAIR. THE DEALER INFORMED THE CONTACT THAT SHE WILL HAVE TO REPLACE THE ENTIRE DASH BOARD. THE MANUFACTURER WAS NOT MADE AWARE OF THE PROBLEM. THE CONTACT STATED THAT SHE TOOK HER VEHICLE INTO THE LINCOLN DEALERSHIPS YESTERDAY AND THEY TOOK PICTURES AND STATED THAT THEY WERE GOING TO SEND THEN TO THE MANUFACTURER. THE APPROXIMATE MILEAGE AT THE TIME OF FAILURE WAS 120,000.

MKZ has only had one owner and driver and car has been well taken care of. I have never had a car to have such a failure. When you buy a Lincoln you expect excellent quality, I have not had that with multiple parts on this car. Tire rims all four (4) peeled had to replace, both right & left door panel cracked and dash vent & dashboard buckled.

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.

Subject: FW: Digital Sender - Scanned Document(s) Attached: Lincoln MKZ Complaint
Date: Thursday, July 31, 2014 10:32:49 AM
Attachments: [\[Untitled\].pdf](#)

Subject: FW: Digital Sender - Scanned Document(s) Attached: Lincoln MKZ Complaint

Here's a questionnaire.

-----Original Message-----

From: [REDACTED]
Sent: Thursday, July 31, 2014 8:12 AM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: Digital Sender - Scanned Document(s) Attached: Lincoln MKZ Complaint

Please find attached the information form for the complaint on my Lincoln 2007 MKZ.

If you have any questions, please email all information to [REDACTED]

Thanks

-----Original Message-----

From: Delta Star, Inc. [mailto:Do_Not_Reply@deltastar.com]
Sent: Thursday, July 31, 2014 8:11 AM
To: [REDACTED]
Subject: Digital Sender - Scanned Document(s) Attached: Lincoln MKZ Complaint

Please open the attached document. This document was digitally sent to you using an HP Digital Sending device.