

FEB 07 2019

6:02 PM '19

CL-106 53508-2047

[REDACTED]
Miami, Florida
[REDACTED]

File xx1170

January 31, 2019

National Highway Traffic Safety Administration
Office of Defect Investigation
1200 New Jersey Avenue, SE, Room NVS-210
Washington, DC 20590

Re: 2011 Mercury Milan, VIN #3MEHM0JG4BR [REDACTED]

Dear Sirs and Mesdames:

I am forwarding this letter in hopes of initiating action/correction regarding myriad recalls on the referenced automobile.

We have visited Doral Lincoln a few times in hopes of having the recalls and extended warranties addressed. At this time, I am concerned with only three. They are:

- Airbags.
- Failed LED driver's side taillight.
- Failed driver's side floor mat.

Every time I go, I am advised that the parts are not in. I was last at the dealer in September of 2018. The parts were not in. I called this morning and the parts still aren't in.

If the parts are never in, there is, in effect, neither a recall nor an extended warranty.

My car's parts needs are no secret and the car doesn't need to be inspected three times to conclude that the taillight is indeed out. It's already been inspected twice.

The airbags are an inspiring episode all by themselves.

We request that the NHTSA direct the Ford Motor Company to ship the required parts to my dealer. By copy of this letter, we request that the Ford Motor Company direct Doral Lincoln to call me to let me know when the parts are available at the dealer.

Thank you.

Very truly yours,
[REDACTED]

cc: Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

Mr. Onix Hernandez, Service Manager
Doral Lincoln
9000 NW 12th Street
Doral, FL 33172

CB
02/06/19
AS

Customer: This service area is provided for your internal use and convenience. Service must be marked on airbill.

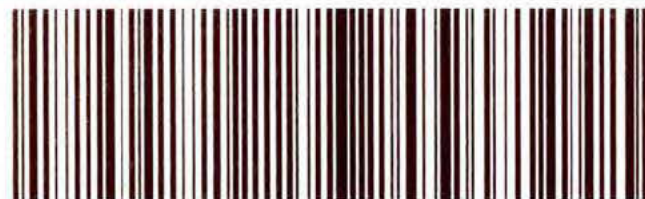
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TRK#
0215

MON - 04 FEB AA
STANDARD OVERNIGHT

SA XSMA

20590
DC-US
IAD



FID 706475 01FEB19 ATUA 553C2/013D/0C8A



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00076

FedEx Express
Package
US Airbill

FedEx
Tracking
Number

1 From

Date 01 FEB 19

San
Name

Company INITIAL ENGINEERS

Address

City MIAMI

State FL ZIP

2 Your Internal Billing Reference

XX 1170

3 To

Recipient's
Name

OFFICE OF DEFECT INVESTIGATION
Phone 888 327-4336

Company

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINSTR

Address

1200 NEW JERSEY AVE, SE

Address

ROOM NVS-210

City

WASHINGTON

State DC

ZIP 20590



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Recipient's Copy

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* To most locations

Packages up to 150 lbs.
For packages over 150 lbs, use the
FedEx Express Freight (US Airbill)

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Earliest next business morning delivery to select
locations. Friday shipments will be delivered on
Monday unless Saturday Delivery is selected.
- ☐ FedEx Priority Overnight
Next business morning. Friday shipments will be
delivered on Monday unless Saturday Delivery
is selected.
- ☒ FedEx Standard Overnight
Next business afternoon. Saturday Delivery NOT available.

2 or 3 Business Days

- ☐ FedEx 2Day A.M.
Second business morning. Saturday Delivery NOT available.
- ☐ FedEx 2Day
Second business afternoon. Thursday shipments
will be delivered on Monday unless Saturday
Delivery is selected.
- ☐ FedEx Express Saver
Third business day. Saturday Delivery NOT available.

5 Packaging

* Declared value limit \$500

- ☒ FedEx Envelope* ☐ FedEx Pak* ☐ FedEx Box ☐ FedEx Tube ☐ Other

6 Special Handling and Delivery Signature Options

Fees may apply. See the FedEx Service Guide.

- ☐ Saturday Delivery
NOT available for FedEx Standard Overnight, FedEx 2Day A.M., or FedEx Express Saver.

☐ No Signature Required
Package may be left without
obtaining a signature for delivery.

☐ Direct Signature
Someone at recipient's address
may sign for delivery.

☐ Indirect Signature
If no one is available at recipient's
address, someone at a neighboring
address may sign for delivery. For
residential deliveries only.

Does this shipment contain dangerous goods?

☒ No ☐ Yes
One box must be checked.
As per attached
Shipper's Declaration.

☐ Yes
Shipper's Declaration
not required.

☐ Dry Ice
Dry Ice 9 UN 1845

☐ Cargo Aircraft Only

7 Payment Bill to:

Enter FedEx Acct. No. or Credit Card No. below:

- ☒ Sender
Acct. No. in Section 1 will be billed. ☐ Recipient ☐ Third Party ☐ Credit Card ☐ Cash/Check

Total Packages Total Weight

Credit Card Auth.

*Our liability is limited to \$5000 unless you declare a higher value. See the current FedEx Service Guide for details.

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