

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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



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 28-JUL-2015 SEP 10 2015	Repository <input type="checkbox"/>
	Reference No. 10744199
Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **GROSSE ILE** State **MI** 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 1LNHL9DK8DG [REDACTED]		Make LINCOLN	Model MKS	Model Year 2013
Date Purchased 11-11-2014	Dealer's Name and Telephone Number Southgate Lincoln 734-285-8800		Engine: 3.7L-DOMC	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City Southgate	State MI	Zip Code 48195	No: Cylinders V-6
Transmission Type 6 speed Auto 6F50	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain LHD FWD Axle Ratio: 3.16	Multiple Failure: 1st	Incident Date(s) 09-JAN-2015
	<input checked="" type="checkbox"/> Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: **010000 STEERING**

Failure Mileage 15923	Failure Speed 10
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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 OWNS A 2013 LINCOLN MKS. WHILE DRIVING 10 MPH, THE STEERING WHEEL LOST POWER AND MADE A GROWLING NOISE AT EVERY TURN. THE VEHICLE WAS TAKEN TO A DEALER, WHERE IT WAS DIAGNOSED THAT THE STEERING WAS ERRATIC AND THAT THE POWER STEERING CONTROL (PSC) MODULE NEEDED TO BE REPROGRAMMED. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 15,923.

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 to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer could take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response.



Southgate LINCOLN



16800 Fort Street, Southgate, MI 48195
Phone: (734) 285-8800 Fax: (734) 285-9474
www.southgatelincoln.com Toll Free: 1-888-727-0093

State Reg. No. F-152366



NHTSA Ref # 10744199

Cashiered Date: 01/09/2015 2:31:40 PM

SO #: [REDACTED]
Tag #: 0020

* Service Invoice Customer Copy *

Auth#:



Page 2
Fleet:

Customer No: [REDACTED]	Advisor: JEFFREY NICORA	Invoice Date: 01/09/2015	Term: See Details
Attn: [REDACTED]	License No	Odometer In	Odometer Out
GROSSE ILE, MI		15921	15923
Home: [REDACTED] Bus: (000) 000-0000	Year	Make	Model
Cell: [REDACTED] Today: [REDACTED]	2013	LINCOLN	MKS
Email: [REDACTED]	Vehicle ID No	Selling Dealer	Model No
	1LNHL9DK8DG [REDACTED]		
	Fleet #	SO Date	InServ Date
		01/05/2015	

Request/Concern

Type CSR# TU Amount

LABOR			475.00
PARTS			1,320.99
SUPPLIES			10.00
ENV FEE			1.00
SUBTOTAL			1,806.99
SALES TAX			79.86
TOTAL INVOICE			1,886.85

Owner-Adv O/C	0.00
Owner-Adv Credit	12.66
Lincoln Coupon	0.00
Customer Total	1,874.19

6823010671
SOUTHGATE LINCOLN LLC
16800 FORT STREET
SOUTHGATE MI 48195
734-285-8800

Ref #: 002

Ref #: 010

Sale

VISA

Entry Method: Swiped

01/09/15

16:06:03

Approved: Online

Appr Code: [REDACTED]

Batch#: [REDACTED]

Total

\$ 1,874.19

PAID
JAN 09 2015
BY: [Signature] #10

OUR SERVICE GUARANTEE

We guarantee our service work for 12 months or 12,000 miles whichever comes first. If under normal conditions, our repair or replacement fails (within that time) we will fix it free of charge.

STORAGE OF \$15 PER DAY WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HERE BY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PART(S). A BUYER SERVICE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLIES 30% (NOT TO EXCEED \$30.00) OF LABOR CHARGE AS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLES. APPLICABLE SUPPLY ITEMS ARE TAPE, AEROSOL, SOLVENT, BAGS, CLEANERS, ELECTRICAL WIRE, AND TERMINALS. CHARGE ALSO INCLUDES HAZARDOUS WASTE DISPOSAL AND/OR RECYCLING COST OF OIL, SOLVENTS AND CLEANERS.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. 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 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

PARTS RETURNED STATUS

ALL PARTS ARE NEW UNLESS INDICATED OTHERWISE

YES

NO

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A.300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

(SIGNED)

DEALER, GENERAL, MANAGER OR AUTHORIZED PERSON

(DATE)

X

Callicoot



Southgate LINCOLN



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Phone: (734) 285-8800 Fax: (734) 285-9474
www.southgatelincoln.com Toll Free: 1-888-727-0093

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SO #: [REDACTED]
Tag #: 0020

* Service Invoice Customer Copy *

Auth#:

Page 1
Fleet:

Customer No: [REDACTED]
Attn: [REDACTED]
GROSSE ILE, MI [REDACTED]
Home: [REDACTED] Bus: (000) 000-0000
Cell: [REDACTED] Today [REDACTED]
Email: [REDACTED]

Advisor: JEFFREY NICORA Invoice Date: 01/09/2015 Term: See Details
License No Odometer In Odometer Out Delivery Date Stock No
15921 15923
Year Make Model Model No Color
2013 LINCOLN MKS
Vehicle ID No Selling Dealer SO Date InServ Date Location
1LNHL9DK8DG [REDACTED] 01/05/2015
Fleet #

Request/Concern	Type	CSR#	TU	Amount
1 GC NO POWER STEERING \$95.00				
GC REPLACE STEERING GEAR	C	506	4.0	380.00
1 DG1Z 3504 PE GEAR ASY - STEERING	CRO			1242.25
1 CORE CHARGE CORE CHARGE DG1Z 3504 PE	CRO			400.00
-1 C-DG1Z 3504 PE CORE RETURN	CRO			-400.00

Technician 106

Cause: ROAD TEST TO VERIFY. THE POWER STEERING IS ERATTIC. THERE IS A CLUNKING NOISE COMING FROM STEERING GEAR AND STEERING LOCKS UP. THERE APPEARS TO BE INTERNAL DAMAGE TO STEERING GEAR. NECESSARY TO REPLACE STEERING GEAR. REPROGRAM PSCM. PERFORM FRONT WHEEL ALIGNMENT. ROAD TEST AFTER REPAIRS. OK. 4.0 HR.

RECALL
15818

Request Total 1,622.25

Added Operation

2 GC REPLACE SWAY BAR LINKS 1.0				
GC REPLACE FRT SWAY BAR LINKS	C	341	1.0	95.00
1 AA5Z 5K484 A LINK	CRO			37.49
1 AA5Z 5K484 B LINK	CRO			41.25

Technician 106

Cause: INPSECT AND REPLACE WORN FRT SWAY BAR LINKS 1.0 HOURS

Request Total 173.74

OUR SERVICE GUARANTEE

We guarantee our service work for 12 months or 12,000 miles whichever comes first. If under normal conditions, our repair or replacement fails (within that time) we will fix it free of charge.

STORAGE OF \$15 PER DAY WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PART(S). A BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLIES 10% (NOT TO EXCEED \$20.00) OF LABOR CHARGE AS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLES. APPLICABLE SUPPLY ITEMS ARE TAPE, AEROSOL SPRAY, SOLVENT, BAGS, CLEANERS, ELECTRICAL WIRE, AND TERMINALS. CHARGE ALSO INCLUDES HAZARDOUS WASTE DISPOSAL AND/OR RECYCLING COST OF OIL, SOLVENTS AND CLEANERS.

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. 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 (3) YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

PARTS RETURNED STATUS

ALL PARTS ARE NEW UNLESS INDICATED OTHERWISE

YES NO

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A.300)

X

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

NHTSA Res # 10744199



FordEtis

If you need to login click here: [Login](#) or [Register](#)

- Home
- Vehicle
- Information
- Services
- FordService
- Help

Vehicle Lookup Vehicle Summary Vehicle Software Resolved Publications

Last selected vehicle - (1LNHL9DK8DG) Lincoln MKS, 3.7L DOHC V6 Gas., White Platinum

Vehicle Summary

FordService

Generate a FordService schedule

Vehicle Conversions

Body & Equipment Mounting Manual (BEMM)

Parts Catalog

www.fordecat.com

Rescue Cards

Download Rescue Cards

Outstanding Field Service Actions

We will check for outstanding service actions on your selected vehicle, using your detected country: United States
If this country is incorrect, please visit the preferences page and set your country before returning to this page.

Checking for outstanding actions... Please Wait!



* Illustration shows model only

Primary Features

Build Date: 10.07.2012
Vehicle Line: Lincoln MKS
Body Style: 4 Door Saloon
Version: Deluxe Version
Engine: 3.7L DOHC V6 Gas.
Transmission: 6 Speed Auto Transmission 6F50
Drive: LHD FWD
Axle Ratio: 3.16
Emission: With California/Green State Req
Air Conditioning: Dual Zone Auto Temp Control A/C
Paint: White Platinum

Lincoln MKS, 3.7L DOHC V6 Gas., White Platinum

VIN Number: 1LNHL9DK8DG

Vehicle Software

Vehicle software information is available for your selected vehicle. Click here to view further information.

Downtime Management

Your vehicle is not registered on the Ford Repair Status tracking system. Only Ford Motor Company approved commercial vehicle dealers have access to online repair tracking. If your Ford vehicle is with a Ford Dealer please contact them directly.

Minor Features

- Charcoal Black Interior
- Luxury Leather
- With Wrapped "B" Pillar Trim
- Rear End Fascia - Level 3
- Front Scuff Plates - Illuminated
- Less Body Armour
- With Front Fascia - Level 1
- Less Front Fenders
- Driver & Passenger Seat Map Pockets
- With Heated/Cooled Front Seats Only
- Less Centre Console Top Finisher
- My Key
- Chicago Plant Build
- Premium Group
- With Memory Pack
- Feature Content Group 1
- 2013 Job #1 Program Control
- With English Language Label
- Owner Hand Book Pack
- "A" Pillar Cloth Trim
- "C" Pillar Cloth Trim
- Power Front Window-1 Tch Up/Dwn-Pass
- Power Rear Window One Shot Up/Down
- With Solar Tinted Glass
- With Front Side Laminated Glass
- Instrument Panel - Wood
- Standard Ovrhd Console & With Rail
- Full Floor Console With Armrest
- Memory Adjustable Foot Pedals
- Front Floor Carpet Mats
- Rear Floor Carpet Mats

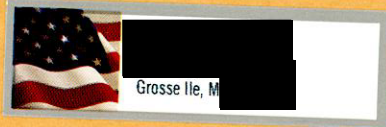
FILTER
10575

~~A~~ NHTSA Res #
10744199

- With Carpet Floor Covering
- With Illuminated Sunvisor - Drivers
- With Illuminated Sunvisor-Passenger
- With PVC Door Trim Panel Insert
- Grab Handle Side Door - Plastic
- With Power Rear Sunblind
- Trim Rear - High Line
- Less Load Retention Net
- Spare Wheel Stowage Cover
- Less Interior Noise Insulation Pack
- With Chrome Grille No.1
- Active Grilleshutter
- Bright Greenhouse DLO Moulding
- Less Spoiler
- Inside Mirror With Auto Wipe Sensor
- 4 Door Saloon
- Dual Pwr/Htd/Fld/E'Chro/Pudd Lamp
- With Body Coloured Exterior Mirror
- Less Rear Sliding Seat
- Less Rear Centre Headrest
- Less Rear Heated Seat
- Less 3rd Row Rear Seat
- With Drivers 12 Way Pwr Seat Adjust
- With Pass 12 Way Power Seat Adjust
- With Programmable Driver Seat
- Less Engine Oil Cooler
- Ext Hndl-Body Colour/Chrome Insert
- With Chrome Accent Gearshift Knob
- Less Keyed Alike Options
- Frequency - 315MHZ
- With Central Locking System
- Keyless Entry/Start - Passive
- Rain Sensitive Windshield Wipers
- With Two Glass Sunroofs
- With Front Licence Plate Bracket
- Side Air Bag - 1st & 2nd row
- Rear Seat Belts-2nd Row
- Spare Wheel-18" Mini
- 8.5 X 19" Polished Aluminium Wheel
- 18" Mini Spare Tyre
- Michelin Tyre Vendor
- Less Wheel Covers
- Less Immersion Heater
- With Remote Starter
- With California/Green State Req
- Continuous Cntri Damping Suspension
- 3.16
- 3.7L DOHC V6 Gas.
- Dual Exhaust
- With Dual Chrome Exhaust Extension
- Power 4-Wheel Disc Vacuum Boost
- Heavy Duty Fr/Rr Calipers And Pads
- With Anti Lock Brakes And ESP+
- Less Floor Mats-FIA
- Less Transmission Oil Cooler
- Floor Shift
- Select Shift Tech (SST) W/Pad Shift
- Non Locking Capless Fuel Fill
- For Unleaded Fuel
- Standard Foot Pedal Pad Design
- With Electric Power Steering

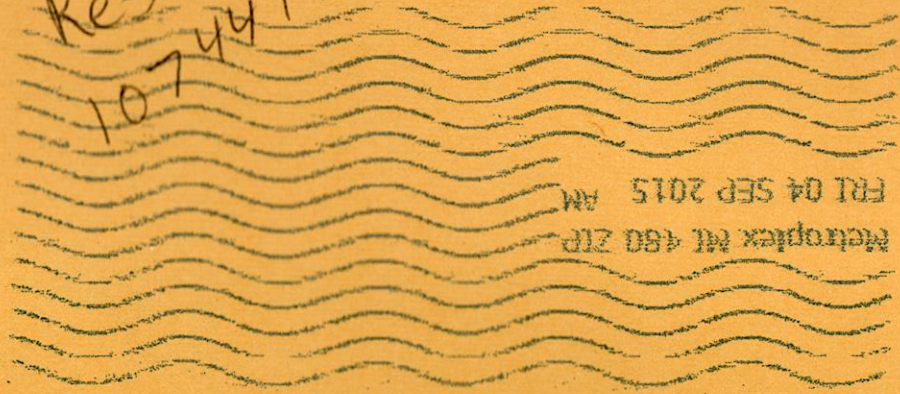
NHTSA Res #
10744199


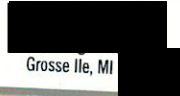
- Power Tilt/Telescopic Strg Column
- Less Steering Column Lock
- With Wood Steering Wheel
- With Heated Steering Wheel
- With Speed Control
- Redundant Controls-Steering Wheel 2
- With MPH/KMH Speedometer
- Less Tyre Inflation Kit
- With Header Mnt Compass/Thermometer
- With Nav System-Becker Traffic Pro
- Less Lane Departure Warning System
- With Blind Spot Monitoring
- Human Machine Interface 5
- With Perimeter Anti-Theft
- With Rear Parking Aid
- With Front Parking Aid
- Less Automated Parking System
- Medium Duty Battery
- Standard Duty Alternator
- With Region 1 Electronic Equipment
- AM/FM CD/Clock
- With Satellite Radio Reception
- With NAAO Radio Frequency
- HD Radio Broadcast
- Sound System-Super Premium
- Less Radio Suppression
- Sync II
- With Universal Garage Door Opener
- Less Wiring Prep
- Rear View Camera-Fixed
- Less Specialty Packages
- With Chrome Fog Lamp Bezel
- Less Auxillary Lights
- With Adaptive Headlamp
- Less Daytime Running Lamps
- With Front Fog Lamps
- Less Spot Light
- With Ambient Lighting-Interior
- (-) Package Ty/Dk Lid Lamp-Pre Wire
- Tail lamps - LED Rear
- With Auto High Lamp Headlamp
- Less Power Distribution Box - Front
- White Platinum
- Generic Country Group 1
- 6 Speed Auto Transmission 6F50
- Lincoln MKS
- Deluxe Version
- (+)"USA"
- (-) GVMT Service Administration
- (-)"CDN"
- (-)"GU"
- (-)"BRN"
- (-)"BZ"
- (-)"ATG"
- (-)"KOR"
- (-)"AW"
- Fleet



U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue St.
Washington, DC 20590

NHTSA
Res#
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U.S. AIR FORCE Grosse Ile, MI

