

CL10852662-6254

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[REDACTED]
Penngrove, CA [REDACTED]
March 14, 2016

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

Re: Lincoln MKz with defective air bag safety system
VIN: 3LNHM28TX7R [REDACTED]

MAR 23 2016

To whom it may concern:

May I have an update of the status of this issue?

Thank you,
[REDACTED]

NM
33016
SMD

[REDACTED]
Penngrove, CA [REDACTED]
November 9, 2015

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue SE
Washington, DC 20590

Re: Lincoln MKz with defective air bag safety system
VIN: 3LNHM28TX7R [REDACTED]

To whom it may concern:

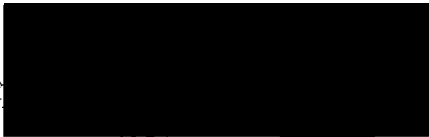
I am writing you to request the Ford Motor Company repair the defective passenger airbag system on my 2007 Lincoln MKz at no cost to me.

I purchased my Lincoln MKz with 1500 miles from Park Cities Lincoln in Dallas, TX in 2007. I have taken excellent care of the car. Recently the airbag light came on. Henry Curtis Ford in Petaluma, CA analyzed the issue and indicated the front passenger rails and related electronics module need to be replaced. The expected cost is approximately \$1600.

The car was in an accident at about 50K miles and was repaired by Park Cities Lincoln in Dallas, TX. The airbags were not deployed in the accident.

Since the safety system is designed to last much longer than 8 years and 105K miles, this issue does not seem to be a maintenance issue but a defective safety system. I have spoken to and written a letter to Ford (letter attached) with this request but Ford has refused to repair the air bag system (letter attached). I would appreciate your help in having Ford repair the air bag system on this vehicle.

Best Regards,
[REDACTED]



Penngrove, CA

SAN FRANCISCO CA 941

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