



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-DEC-2016	Repository <input type="checkbox"/>
	Reference No. 10937918
Daytime Telephone Number	Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: PLYMOUTH 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 3LNHM28T07R [REDACTED]	Make LINCOLN	Model MKZ	Model Year 2007
Date Purchased 3/23/16	Dealer's Name and Telephone Number Private Owner	Engine: V6 No: Cylinders 6	Fuel Type: Regular Gas
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain AWD	Multiple Failure: Yes
			Incident Date(s) 3-23-16 thru 16-JAN-2016 many times

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)	Failure Mileage 62500	Failure Speed All
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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: DOTM9A8C036)	<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	Number of Deaths	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 2007 LINCOLN MKZ. WHILE DRIVING VARIOUS SPEEDS, THE BRAKE PEDAL TRAVELED TO THE FLOOR WHEN IT WAS DEPRESSED. THE CONTACT STATED THAT THERE WAS AN INCREASE IN HOW LONG IT TOOK THE VEHICLE TO FULLY STOP. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 62,500.

I went to Hines Park Lincoln and tried to buy new antilock module - Not Available for AWD. He knew about the problem and said try to find a used part. But it might be "bad" too. Also see attached.

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 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.

#10937918

To: Mark Fields
Joseph R. Hinrichs
Raj Nair

FORD
Attorney General - Michigan

May 10, 2016

Cc: Bill Schuette

US Dept of Transportation — No Reponse
Center for Auto Safety — NO Response

Dear Sirs,

I am writing this to let you know I am driving an unsafe Ford Motor product.

It is a 2007 Lincoln MKZ AWD.

The reason it's unsafe is because the anti lock braking system semi- fails when applying the service brakes.

With the brakes applied and hitting a bump or chuck hole the anti lock activates, immediately following activation the pump will stop and the brake pedal gets soft and moves towards the floor about 1 1/2 inches. When this happen to me the first time I was stopping at a red light and almost hit the car in front of me. It scared the heck out of me!

Same problem has occurred twice more since April 21, 2016.

So I went to the internet to search for the problem and a fix. Come the find out it's a common problem and the fix is to replace the hydraulic pump portion of the anti lock system. Ok great, I understand that problems happen, although I think this problem should have been recalled. It's definitely a safety concern!

Went to Hine Park Lincoln dealer in Plymouth Michigan to buy a new part and have it installed.

Guess what, Ford obsoleted it and I can't buy one.

Supposedly there are 300 of the 2WD parts but "0" for the AWD vehicles???????????

So what do I do with a \$9000.00 Lincoln in my driveway that's unsafe to drive.

My wife and I are [redacted] so I need a vehicle that I can depend on, this MKZ does not fill that need.

Also, I won't let my wife drive it now because I'm concerned that she would not be able to stop it should the anti lock brake system not function properly again. What do I do now???????????

(Copied from from Ford website)

Safe
We have a longstanding commitment to developing and implementing innovations that make our vehicles safer for our customers and their families.

[redacted]
Plymouth, MI [redacted]

5/18/16 @ 3:45 PM -
Vallery Hawston - From Ford
Called for [redacted]
to find about car.

16 help from
Ford, 5/24/16
from "Vallier"

2 of 6

X

#10937918



DEPT. OF ATTORNEY GENERAL
RECEIVED

JUN 06 2016

CONSUMER PROTECTION
DIVISION

June 1, 2016

Bill Schuette
State of Michigan
Department of Attorney General
PO Box 30213
Lansing, MI 48909

Re: [redacted] Complaint: 2016-0138797-A: VIN: 3LNHM28T07R [redacted]

Dear Mr. Schuette:

A complaint was filed with your office by [redacted] regarding his 2007 Lincoln MKZ. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed [redacted] concern regarding the obsolete part and his request for a part to repair the vehicle.

Because [redacted] vehicle is over nine years old it is likely that some components for the vehicle are no longer in production. If the local Ford or Lincoln dealership is unable to locate or order a particular part because it is unavailable, we recommend contacting one of the below companies, as they specialize in obsolete and discontinued parts:

Vintage Parts Program
1-877-846-8243
www.vpartsinc.com

Green Sales
1-800-543-4959
www.greensalescompany.com

Parts Voice
1-866-598-4077
www.partsvoice.com

If the above mentioned companies are unable to locate the requested part, [redacted] may need to contact other companies that specialize in obsolete or hard to find parts as well as local salvage yards. Based on this information, we will not be meeting the request to repair the vehicle.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

Maria Diaz
Consumer Affairs Legal Analyst

cc: [redacted]
Plymouth, MI [redacted]

Ford Customer Service Division
PO Box 6248, MD 48-B
Dearborn, Michigan 48126
USA

3066

10937918



June 1, 2016

Bill Schuette
State of Michigan
Department of Attorney General
PO Box 30213
Lansing, MI 48909

Re: [REDACTED] Complaint 2016-0138797-A; VIN: 3LNHM28T07 [REDACTED]

Dear Mr. Schuette:

A complaint was filed with your office by [REDACTED] regarding his 2007 Lincoln MKZ. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed [REDACTED] concern regarding the obsolete part and his request for a part to repair the vehicle.

Because [REDACTED] vehicle is over nine years old it is likely that some components for the vehicle are no longer in production. If the local Ford or Lincoln dealership is unable to locate or order a particular part because it is unavailable, we recommend contacting one of the below companies, as they specialize in obsolete and discontinued parts:

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If the above mentioned companies are unable to locate the requested part, [REDACTED] may need to contact other companies that specialize in obsolete or hard to find parts as well as local salvage yards. Based on this information, we will not be meeting the request to repair the vehicle.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

Maria Diaz
Consumer Affairs Legal Analyst

cc: [REDACTED]

[REDACTED]
Plymouth, MI [REDACTED]

4076

#10937918

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



P.O. Box 30213
LANSING, MICHIGAN 48909

BILL SCHUETTE
ATTORNEY GENERAL

June 07, 2016

Refer to AG No.:

[Redacted]

[Redacted]

Plymouth, MI [Redacted]

Dear Consumer:

RE: Ford Motor Company

Enclosed is a copy of the response our office received concerning your complaint. If you have additional information and/or documentation that is inconsistent with the information submitted by the business, please submit this information, in writing, immediately. We are closing your file at this time.

Our position is not a reflection as to the validity of your complaint. If your complaint has not been resolved to your satisfaction, you may wish to consider filing a private civil action and we suggest you consult with a private attorney. If the value of your claim is \$5,000.00 or less, you may also consider filing an action on your own behalf in Small Claims Court. Copies of various Michigan consumer laws are available on our website at www.michigan.gov/ag.

Your complaint will be retained for future reference. Our consumer complaint files are open to the public and are used to respond to consumer inquiries as well as to monitor unfair or deceptive business practices.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

5066

Houston, Valerie (V.) <vhousto2@lincoln.com> 5/24/16

#10937918

Lincoln took me to buy a used part!!



Good Afternoon. Thank you again for your time this afternoon. Pursuant to our conversation, below please find various resources that I was able to locate for Part # 7ESZ2C215A. Please feel free to reach out to me and let me know how everything works out for you and thank you for being part of the Lincoln family.

Website: Green Sales Company Phone: 1-800-543-4959 (with part number) Phone: 513-731-3304 (without part number)	Obsolete Ford, Lincoln, or Mercury parts from 1950 to the present.
Website: Vintage Parts Phone: 1-877-846-8243	Slow-moving or inactive vehicle parts.
Website: Parts Voice Phone: 1-866-598-4077	Access to Original Equipment Manufacturer (OEM) parts through dealership service departments. Please visit the Parts Voice online to order parts or call customer support. Parts not listed online are not available at this time.
Website: Ford Restoration Parts	Over 8,000 restoration parts for Ford, Lincoln, or Mercury vehicles

Best Regards,

Valerie Houston

Concierge Service Manager
Lincoln Customer Relationship Center
Phone: 888-214-2155 ext: 77903 | eFax: +1 (866) 319-3092
Email: vhousto2@lincoln.com

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Follow up to ODI Complaint: ---10937918

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

Please see the attached 6 pages of documentation regarding the brake problem on my 2007 MKZ



January 13, 2017