


INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
		Date Received	Repository <input type="checkbox"/>
		17-APR-2017	Reference No. 10978863
		JUN 21 2017	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
THOMASTON	CT		
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		Make	Model
3LNHM28T87R		LINCOLN	MKZ
Model Year	2007	Engine:	Fuel Type:
		No: Cylinders	REGULAR
6			
Date Purchased	Dealer's Name and Telephone Number	State	Zip Code
6/30/2007	SHARON'S LINCOLN MERCURY	CT	06795
Original Owner	Dealer's City		
<input checked="" type="checkbox"/>	WATER TOWN		
Transmission Type	Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/>		Incident Date(s)
<input type="checkbox"/>	Cruise Control		18-MAR-2017
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage	Failure Speed
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	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Reported to Police	N		
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* TAKATA RECALL. THE CONTACT OWNS A 2007 LINCOLN MKZ. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V024000 (AIR BAGS) HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.			
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.			



IMPORTANT SAFETY RECALL RECEIVED 3/2017

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

- 1) MAR 15-25, 2017 OWNER CALLED TORRINGTON FORD LINCOLN DEALERSHIP (HAVE USED THEM TO SERVICE BOTH CARS SINCE 2008) BOTH TIMES HAD NOT RECEIVED REPLACEMENT PARTS THEY SUGGESTED I CALL TAKATA'S CUSTOMER SERVICES
 - 2) CALLED TAKATA 4/14/17 - TOLD TO CALL NATIONAL HIGHWAY TRAFFIC SAFETY - THEY TOOK INFORMATION AND TOLD TO CALL LINCOLN MOTORS.
 - 3) 4/18/17 - CALL LINCOLN MOTOR CO. - REFERENCE [REDACTED] THEY COULD NOT GIVE A TIME WHEN REPLACEMENT PARTS WERE OR WOULD BE AVAILABLE.
- AT THIS TIME I DO NOT FEEL SAFE DRIVING THIS 2007 LINCOLN

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 1200 New Jersey Avenue SE.
 Washington, D.C. 20077-9382
 Official Business
 Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
 FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
 POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
 National Highway Traffic Safety Administration
 Office of Defects Investigation, NEF-100
 1200 New Jersey Avenue SE.
 Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:
 Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
 Vehicle Safety Hotline
 888-327-4236



Vehicle Owner's Questionnaire (VOQ)
 U.S. Department of Transportation
 National Highway Traffic Safety Administration

