 <p><b>INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)</b>                  DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b>                  To Report Vehicle Safety Defects                  1-888-DASH-2-DOT                  (1-888-327-4236)                  INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 22-MAY-2017 JUL 11 2017	Repository <input type="checkbox"/> Reference No. 10990854
<b>OWNER INFORMATION (Type or Print)</b>			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Address [REDACTED]		Evening Telephone Number [REDACTED]	
City CARLISLE	State OH	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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3LNHM28T97R [REDACTED]		Make LINCOLN	Model MKZ
Model Year 2007		Date Purchased 12-22-07	Dealer's Name and Telephone Number Lebanon Ford (513) 932-6010
Engine: No. Cylinders 6		Fuel Type: Reg.	
Original Owner <input type="checkbox"/>	Dealer's City Lebanon	State OH	Zip Code 45036
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FWD	Multiple Failure: Recall AIR BAGS
Incident Date(s) 19-MAY-2017			
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage 62000	Failure Speed
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
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:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:		Installation System:	
Child Seat Component Code:		Failed Part:	
<b>APPLICABLE INCIDENT INFORMATION</b> (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	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 STATED THAT THE AIR BAG WARNING INDICATOR ILLUMINATED WHILE DRIVING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V384000 (AIR BAGS). 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 DEALER STATED THAT THE CONTACT WOULD HAVE TO PAY FOR A DIAGNOSTIC TEST TO DETERMINE WHY THE AIR BAG WARNING INDICATOR WAS ILLUMINATED. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 62,000. 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.			

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

Received recall notice (16S26)/NHTSA (16V-384)  
on July 2016. No response as of 7-26-2017.

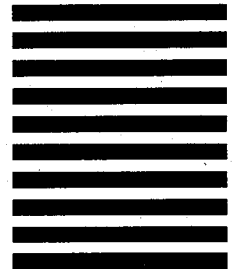
This defect (see attached) may cause serious  
injury or death. Why is this taking over a year  
and still no resolve.

ATTACH ADDITIONAL SHEETS IF NECESSARY

COLUMBUS  
OH 430  
27 JUN '17  
PM 5 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



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

**BUSINESS REPLY MAIL**

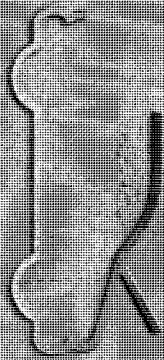
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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 Defects Campaign Form (VDC-1)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



40739/070879/0199



FRANKLIN, OH

July 2016

**\*\*\* IMPORTANT SAFETY RECALL \*\*\*  
(PROGRAMA DE SEGURIDAD IMPORTANTE)**

**Safety Recall Notice 16S26 / NHTSA Recall 16V-384  
Aviso de Revisión de Seguridad 16S26**

2007 MKZ

Your Vehicle Identification Number (VIN): 3LNHM28T97R

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Lincoln Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**What is the issue?**

On your vehicle, the passenger frontal airbag inflator may rupture in the event of a crash necessitating airbag deployment. A ruptured inflator may result in metal fragments striking vehicle occupants causing serious injury or death. Additional information regarding Takata recalls can be found at [www.safercar.gov](http://www.safercar.gov) and [owner.lincoln.com/takata](http://owner.lincoln.com/takata).

**What will Lincoln and your dealer do?**

The Lincoln Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available for Safety Recall 16S26, The Lincoln Motor Company will notify you via mail to schedule a service appointment with your dealer to have the passenger frontal airbag inflator replaced free of charge (parts and labor). Coverage is automatically transferred to subsequent owners.

**What should you do?**

When parts are available, The Lincoln Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**