

 <p><b>INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6)</b>                  DOT Auto Safety Hotline</p> <p><b>U.S. Department of Transportation</b></p> <p><b>National Highway Traffic Safety Administration</b></p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p><b>Vehicle Owner's Questionnaire</b>                  To Report Vehicle Safety Defects</p> <p>1-888-DASH-2-DOT                  (1-888-327-4236)</p> <p>INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>Date Received</p> <p>05-JUN-2017</p> <p><b>JUL 18 2017</b></p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10993144</p>
<p><b>OWNER INFORMATION (Type or Print)</b></p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>City NEW ORLEANS</p>	<p>State LA</p>	<p>Zip Code [REDACTED]</p>	<p>Evening Telephone Number [REDACTED]</p>
<p><i>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).</i></p>			
<p><b>VEHICLE INFORMATION</b></p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2LMHJ5FR2CB [REDACTED]</p>		<p>Make LINCOLN</p>	<p>Model MKT</p>
<p>Date Purchased 12-15-2011</p>	<p>Dealer's Name and Telephone Number Stiver's Ford Lincoln (334) 613-5000</p>		<p>Model Year 2012</p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City Montgomery</p>	<p>State AL Zip Code 36116</p>	<p>Engine: No: Cylinders 3.7L V6</p>
<p>Fuel Type: Gas</p>	<p>Transmission Type 6F50</p>	<p><input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>
<p>Multiple Failure:</p>		<p>Incident Date(s) 26-MAY-2017</p>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>			
<p>Vehicle Component Code: 010000 STEERING</p>		<p>Failure Mileage 115000</p>	<p>Failure Speed 5 mph</p>
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>	<p>Installation System:</p>		
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p><b>APPLICABLE INCIDENT INFORMATION</b>                  (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
<p>Reported to Police N</p>			
<p><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).</p>			
<p>TL* THE CONTACT OWNS A 2012 LINCOLN MKT. WHILE ATTEMPTING TO PARK THE VEHICLE, THE POWER STEERING FAILED AND THE VEHICLE BECAME DIFFICULT TO MANEUVER. THE VEHICLE WAS TAKEN TO VETERAN'S FORD (3724 VETERANS MEMORIAL BOULEVARD, METAIRIE, LOUISIANA 70002) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE POWER STEERING GEAR NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 115,000.                  The vehicle has been repaired. The invoice is attached.</p>			
<p>I purchased the vehicle from Stiver's, but it was originally sold to Mitchell Lincoln 1222 Rucker Boulevard, Enterprise AL 36338.                  Dealer No. 26V033 Item# [REDACTED] BK121 NR [REDACTED]</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b></p>			
<p>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.</p>			



3724 VETERANS BLVD. \* METAIRIE, LOUISIANA 70002 \* (504) 887-8410

[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
NEW ORLEANS, LA [REDACTED]		2LMHJ5FR2CE [REDACTED]	115132	115132	05/29/17 11:14	06/15/17	[REDACTED]
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2012 LINCOLN TR MKT ()					06484	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]	[REDACTED]						Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DEBBIE THEALL (209)		3.7L V6 PFI DOHC 24V	

\*\*\*\*\*RECOMMENDED MAINTENANCES\*\*\*\*\*  
 MAINTENANCE SERVICE EVERY 3000 MILES OR 3 MONTHS. CHECK ALIGNMENT EVERY 6000 MILES OR 6 MONTHS. ROTATE TIRES EVERY 6000 MILES OR 6 MONTHS. CHECK AND SERVICE BRAKES EVERY 25000 MILES OR 24 MONTHS. REPLACE AIR FILTER EVERY 15,000 MILES OR 12 MONTHS. FLUSH/CLEAN FUEL INJECTORS EVERY 15,000 MILES OR 12 MONTHS.

IMPORTANT  
 Our goal is your complete satisfaction. You may receive a survey from Ford Motor Company in the next few weeks. If for any reason you cannot score us a "10" on question 2A, "Over-All Satisfaction with Service", please contact me immediately. Thank You. 887-8410.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	99P		A14		Customer	\$0.00
Concern	PERFORM MULTI-POINT INSPECTION PERFORM A THOROUGH INSPECTION OF YOUR VEHICLE AND PROVIDE A DETAILED VEHICLE REPORT CARD. CHECK FLUID LEV					
Correction	PERFORM MULTI-POINT INSPECTION PERFORM A THOROUGH INSPECTION OF YOUR VEHICLE AND PROVIDE A DETAILED VEHICLE REPORT CARD. CHECK FLUID LEV					
<b>Line Total...</b>						<b>\$0.00</b>

B			A14		Customer	\$1,045.00
Concern	Customer states steering gets hard at slower speeds and when stopping					
Correction	REPLACED POWER STEERING PUMP AND RACK. REPLACED DRIVE BELTS FILLED POWER STEERING SYSTEM. PURGED AIR FROM SYSTEM. RESET ALIGNMENT TO SPECS. RETESTED. OK.					

*Duffy 236.66*

Part Number	Description	Qty.	Unit Price	Ext. Price
GB5Z 8620 A	V-BELT	1	\$22.51	\$22.51
A,260457	POWER STEERING PUMP	1	\$151.63	\$151.63
7T4Z 8620 D	V-BELT	1	\$36.14	\$36.14
XT 5 QMC	FLUID - TRANSMISSION	2	\$8.38	\$16.76
BT4Z 6B209 B	TENSIONER	1	\$198.02	\$198.02
A,22-2003	RACK ASY.	1	\$415.32	\$415.32
<b>Parts Total...</b>				<b>\$840.38</b>
<b>Line Total...</b>				<b>\$1,885.38</b>

C			A14		Customer	\$0.00
Concern	Customer states pulls rt					
Correction	SEE LINE B FOR REPAIR.					