

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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 **AUG 22 2017**

Repository

06-JUL-2017

Reference No.  
11003290

**AUG 5 2017**

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City CHICOPEE State MA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

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: 3LNHM28T97R [REDACTED]  
Make LINCOLN Model MKZ Model Year 2007  
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:  
Original Owner  Dealer's City State Zip Code  
Transmission Type  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 10-JAN-2017  
 Cruise Control

**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)  Original Equipment Failure Location:  
 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  Yes  No Fire  Yes  No  
Number of Persons Injured Number of Deaths 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 PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED SARAT FORD LINCOLN (245 SPRINGFIELD ST, AGAWAM, MA 01001 (413) 786-0430) WHERE IT WAS CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT NOTIFIED. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. PARTS DISTRIBUTION DISCONNECT.

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.

[REDACTED]  
Chicopee, Ma. [REDACTED]

August 4, 2017

Randy Reed  
Officer of Defects Investigation  
U.S. Department of Transportation  
National Highway Safety Administration  
1200 New Jersey Ave. SE  
Washington, DC 20590

Dear Mr. Reed,

Since my complaint was registered with your department some further information has presented itself.

July 27, 2017 I contacted via phone Sarat Ford 245 Springfield St. Agawam, Ma. 01001 to inquire about having the TAKATA air bag replaced at my expense. I was willing to pay the price quoted of one thousand dollars (\$1,000) for the peace of mind of not worrying about an unfortunate incident with the Takata passenger air bag.

Sarat Ford assigned me an appointment via e-mail for the replacement to be done on Friday, August 4, 2017 at 9.00 am. A copy of the appointment is enclosed. Shortly after receiving the appointment I was informed by Kendra Karas that the appointment was cancelled. The explanation I was given was the replacement air bag would be the exact same air bag that currently exists in the MKZ and I would be wasting my money replacing the air bag with an identical air bag.

This did not make any sense to me. If that is the case than any auto that may have it's air bag deflate in an accident may be replaced with an air bag on the recall list. I don't understand why the Takata air bag cannot be replace with a bag of another manufacturing Co. especially when the customer is willing to pay out of pocket. Something is VERY, VERY WRONG. How is this LEGAL?

Any assistance you can give to this problem will be greatly appreciated.

Sincerely,

[REDACTED]

## AOL Mail - Message View

**Service Appointment Confirmation for Your 2007 Lincoln MKZ at Sarat Ford Sales Inc**

From: Sarat Ford Service &lt;noreply@nlmdlr.com&gt;

To: [REDACTED]

Date: Thu, Jul 27, 2017 11:16 am

**Sarat Ford Sales Inc**

Your appointment for your 2007 Lincoln MKZ  
is scheduled for:

Friday 8/4/2017  
at 9:00 AM

Dear [REDACTED]

Thank you for scheduling an appointment with Sarat Ford  
Sales Inc for 8/4/2017, at 9:00 AM.

If needed, please modify or cancel the appointment. Contact  
us at (413) 786-0430 with any questions.

We appreciate your trust and thank you for choosing Sarat  
Ford Sales Inc.

**Kendra Karas**  
Service Advisor  
[Visit Us Online](#)

**Requested Services**

- CUSTOMER REQUESTS REPLACE PASSENGER SIDE AIRBAG WILL PAY OUT OF POCKET, DOES NOT WANT TO WAIT FOR RECALL PTS
- LINCOLN SERVICE CUSTOMER WASH/VAC/WINDOWS
- PERFORM A THOROUGH INSPECTION OF YOUR VEHICLE & PROVIDE A DETAILED VEHICLE REPORT CARD. CHECK FLUID LEVELS. INSPECT WIPER BLADES. TEST BATTERY. INSPECT TIRES & BRAKE WEAR. INSPECT SAFETY SYSTEMS & COMPONENTS FOR LEAKS & DAMAGE.

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Whatever your vehicle needs, we're here.

Sarat Ford Sales Inc  
245 Springfield St  
Agawam, MA 01001  
(413) 786-0430  
<http://saratford.com/>

[Back to Top](#)

Please be aware this appointment reserves time with a dedicated service advisor to discuss your vehicle needs and is not a promise time to complete services on your

7/27/2017