

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
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 13-JUL-2017 SEP 6 ' 2017		Repository ☐ Reference No. 11005181	
OWNER INFORMATION (Type or Print)					
Name		Address		City	
[REDACTED]		[REDACTED]		CANTON	
State		Zip Code		Daytime Telephone Number	
MI		[REDACTED]		[REDACTED]	
Evening Telephone Number		E-mail Address			
[REDACTED]		[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		Make		Model	
3LN6L5D94HR [REDACTED]		LINCOLN		MKZ	
Model Year		Engine:		Fuel Type:	
2017		No: Cylinders			
Date Purchased		Dealer's Name and Telephone Number		Original Owner	
		Hines Pl Lincoln		[X]	
Original Owner		Dealer's City		State	
				MI	
Zip Code		Transmission Type		Multiple Failure:	
		☐ Antilock Brakes ☐ Cruise Control		Incident Date(s)	
Powertrain				06-JUL-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL				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 ☐ 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		Fire		Number of Persons Injured	
[X] Yes [] No		[] Yes [X] No		0	
Number of Deaths		Reported to Police			
0		[X] Y			
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 2017 LINCOLN MKZ. WHILE THE VEHICLE WAS PARKED, THE CONTACT NOTICED THAT THE VEHICLE WAS NOT PARKED CORRECTLY AND DECIDED TO STRAIGHTEN THE VEHICLE. WHILE THE BRAKE PEDAL WAS DEPRESSED, THE CONTACT HEARD AN ABNORMAL DING NOISE AND THE VEHICLE INDEPENDENTLY ACCELERATED WITHOUT WARNING AND DROVE OVER A CURB. WHILE ATTEMPTING TO REVERSE THE VEHICLE OFF OF THE CURB WITH THE BRAKE PEDAL STILL DEPRESSED, THE CONTACT HEARD AN ABNORMAL DING NOISE AGAIN. THE VEHICLE INDEPENDENTLY ACCELERATED IN REVERSE AND FAILED TO STOP. AS A RESULT, THE VEHICLE ROLLED INTO TWO PARKED VEHICLES. A POLICE REPORT WAS FILED AND THERE WERE NO INJURIES. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TOWED TO HINES PARK LINCOLN (40601 ANN ARBOR RD, PLYMOUTH, MI 48170, (734) 619-6272) WHERE THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT SHE COULD FILE A SUBROGATION INSURANCE CLAIM. NO FURTHER ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS UNAVAILABLE.					
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)

Experienced a second incident on Aug 18th pulling into a parking spot, car accelerated even though my foot was on the brake I immediately push the Park button to stop the car. No Damage occurred. Hertz Park Lincoln dealer came and got car and still could not find anything wrong

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

METROPLEX

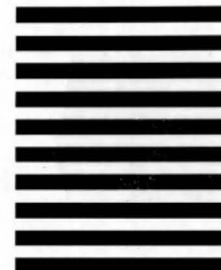
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25 AUG '17

PM 14 L



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IN THE
UNITED STATES**



BUSINESS REPLY MAIL

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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

