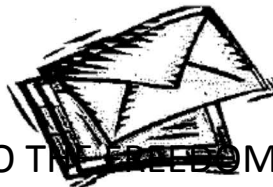


NHTSA ccmMercury Routing Slip



CL-11030949-7646

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Printed: 9/26/2017 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

NHTSA #: ES17-002972

XREF #:

Delivery: EML

Rec'd Date: 9/26/2017

Doc Type: CNG

Address To:

Referred By: NAD-200

Doc Date: 9/25/2017

Due Date: 10/25/2017

S10 #:

DOT/I #:

RMP #:

Subject: LETTER FROM CONGRESSMAN HICE ON [REDACTED] RE VEHICLE UNSAFE TO DRIVE DUE TO THE SAFETY RECALL NOTICE ON PASSENGER AIRBAG 2012 MKZ

Ack Date:

**Sign Office: DEPUTY DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ESSIE WAGNER

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE JODY B HICE
U.S. HOUSE OF REPRESENTATIVES
P.O BOX 728
MONROE, GA 30655
Tel: 770-207-1776 Fax: E-mail:

SEP 27 2017

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-010	SIGN	9/26/2017		
NEF-010	REPLY	9/26/2017	10/25/2017	

RR
9.27.17
W

JODY B. HICE
10TH DISTRICT, GEORGIA
HICE.HOUSE.GOV

1516 LONGWORTH HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-4101 PHONE
(202) 226-0776 FAX

100 COURT STREET
MONROE, GA 30655
(770) 207-1776

3015 HERITAGE ROAD, SUITE 6
MILLEDGEVILLE, GA 31051
(478) 457-0007

210 RAILROAD STREET, ROOM 2401
THOMSON, GA 30824
(706) 968-1461

Congress of the United States
House of Representatives
Washington, DC 20515-1010

COMMITTEE ON OVERSIGHT
AND GOVERNMENT REFORM
SUBCOMMITTEES:

HEALTH CARE, BENEFITS, AND
ADMINISTRATIVE RULES
NATIONAL SECURITY

COMMITTEE ON NATURAL RESOURCES
SUBCOMMITTEES:

ENERGY AND MINERAL RESOURCES
FEDERAL LANDS
OVERSIGHT AND INVESTIGATIONS
POLICY COMMITTEE

September 25, 2017

Mr. Christopher Wallace
491 L'Enfant Plaza SW
Washington, DC 20594-0001

Dear Mr. Wallace:

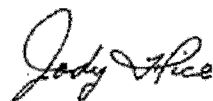
I am writing on behalf of [REDACTED] of Bogart, Georgia. [REDACTED] has contacted me for assistance in a matter concerning the National Transportation Safety Board.

Enclosed are the Privacy Act Release Form and any additional correspondence that I have received from [REDACTED]. I would greatly appreciate your assistance in reviewing this matter and providing any assistance possible.

Thank you in advance for your assistance with this matter. If you or your staff is in need of any additional information, please contact Spencer Hogg in my Monroe District Office via mail at Post Office Box 728, Monroe, Georgia 30655 or by phone at 770-207-1776 or email at spencer.hogg@mail.house.gov. Also, please be so kind as to contact my office promptly when any development occurs.

I appreciate your help.

Sincerely,



Jody Hice
Member of Congress

JH/SH

Case#:

Name:



OFFICE OF
CONGRESSMAN JODY HICE
10TH DISTRICT OF GEORGIA

Post Office Box 728
Monroe, Georgia 30655
(770) 207-1776 Office
(770) 266-6751 Fax

PRIVACY ACT RELEASE

Contact Information: Please provide your mailing address. If either your physical or mailing address is located outside the 10th Congressional District of Georgia, please explain in your statement below.

PREFERRED TITLE: MR MS MRS DR OTHER: _____
NAME: [REDACTED] (LISTED AS [REDACTED] on letter)
ADDRESS: [REDACTED] COUNTY: oconee
CITY: Bogart STATE: Ga. ZIP: [REDACTED]
DAYTIME PHONE: [REDACTED] MOBILE PHONE: can't hear over it enough to do business
FAX: N/A EMAIL: Never works not dependable & NOT computer smart.

Alternate Contact: If you would like to authorize another person to communicate with us in reference to your case, you must state his or her name and phone number. If an attorney represents you, please note here.

ALTERNATE CONTACT PERSONS: working with Bob Ostrander at atkin ford in
Winder, Georgia P.O. Box 280 - 2206 May St
Phone # 1-800-282-7872 30680
OR 770-868-5297 FAX 770-867-3159

SOCIAL SECURITY NUMBER: [REDACTED] DATE OF BIRTH: [REDACTED]
CLAIM NUMBER: VIN# 3LNAL2GC7CR [REDACTED]
OTHER: MKE. Lincoln (2012)
USIS RECEIPT NUMBER: I found in 2012 -
2 days after my husband died.

Federal Agency: Please specify which branch of the United States Government is involved in your particular case.

AGENCY OR DEPARTMENT: _____

Your Statement: Below or in an attached letter, please provide a statement regarding the nature of your problem and the assistance you need from this office. Please attach copies of any documents important to your case.

STATEMENT: Recall on R. passenger airbag - Letter stated
"could" cause death. I am [REDACTED] years old & this
is very stressful. I only have 1 vehicle & have to
have rider's ride with me on daily sometimes
& varied other occasions - I don't have much
with only source income of Social Security and
can't afford a locksmith - Have ask them to repair
me a severe vehicle until mine is repaired - want
out of the 2012 - series of this (vehicle) this is what
we get when we get things made out of the USA.

Pursuant to the requirements of the Privacy Act; PL 93-579, I hereby authorize Congressman Jody Hice and his staff to access my records
And I respectfully request their assistance in resolving my case.

SIGNATURE: [REDACTED]

DATE: 9-15-17

Please help me. Thank you & Blessings.



The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121-1904



THE LINCOLN MOTOR COMPANY

copy

#11 on Waiting
list @ Atkin Ford
Winder, La.
Per Bob Ostrander
March 2017

3/19/17

*called 20
Bob 3/19/17
He's calling
Lincoln Motor
CO & will
call me back*



BOGART, GA

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

Safety Recall Notice 17S01 / NHTSA Recall 17V-024
Aviso de Revisión de Seguridad 17S01

2012 MKZ

Your Vehicle Identification Number (VIN): 3LNHL2GC7CR [REDACTED]

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 and 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 17S01 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.

8-15-17

*Sent please
copy to Congressman*

Rev Jody Hice

Akins
50th
YEARS OF WINDER, CA

Bob Ostrander
Recall and Special Order Parts Coordinator
rostrander@akinsonline.com

770-867-9131
800-282-7872
Direct 770-868-5281
Fax 770-867-3133
www.akinsonline.com

Ford **CHRYSLER** **RAM**

Jeep RAM

P.O. Box 280 • 220 W. May St. • Winder, CA 90680

"Working with me"

4/19 New Bob no case #
but opening one -
I'm going to get better
answer of Lincoln
shown case where
something happens
will call me. Will
call me when available

I also know that Lincoln
approach that nothing
happen - on 4 and I
realize that it fits
Lincoln before they
themselves happened; that
nothing happened with
Lincoln. I know there is
a driver's mailbox.

I see not know where
it's coming from
time to make look
nothing happens - 6 months or
less. August 4, 2017

Call Bob I haven't heard
anything in 6-8 weeks from
no # Ford 1-800-392-3673

no case #1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100

no #1 Ford 1-800-392-3673
no #2-1-800-521-4140 - shown
customer # none given & I only
reviewed info. that was on her
computer & she refused to
connect me with anyone higher
up. (Feb 2017) (congress to) per
Bob Ostrander - set from 1st Sept
back as far as possible - from
Assoc/Mgr. Joe Jerry when I go
in for service. Bob is going to
stay on top of it. New Bob is going
to call him every 6 weeks - so
make a part especially for me
as a commitment - what is the
difference if a part of a different model
what if passenger side jured & the
passenger side goes out - where they
call back Sept 5th apx.

8/15/17 sent copy to Bob

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Tuesday, September 26, 2017 10:13 AM
To: Butler, Chris CTR (NHTSA)
Cc: Executive_Sec
Subject: FW: New Congressional Inquiry
Attachments: [REDACTED]

Chris,

Please control and notify me when done.

Thanks,

Julie Korkor

Office of Executive Correspondence
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
202-366-5470 (office)
julie.korkor@dot.gov (email)



From: Caldwell, Megan (NHTSA)
Sent: Tuesday, September 26, 2017 9:44 AM
To: Korkor, Julie (NHTSA) <julie.korkor@dot.gov>
Cc: Wagner, Esther (NHTSA) <Esther.Wagner@dot.gov>
Subject: FW: New Congressional Inquiry

Hi Julie,

Please control!

Thank you,

Megan

From: Hogg, Spencer [<mailto:Spencer.Hogg@mail.house.gov>]
Sent: Tuesday, September 26, 2017 9:02 AM
To: Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>
Subject: New Congressional Inquiry

Ms. Caldwell.

Good morning. I am reaching out on behalf of [REDACTED] having an issue with a recall on a part for the car he owns. I appreciate your help on this issue.

SPENCER HOGG

Constituent Services Representative
Monroe District Office
Congressman Jody Hice (GA/10)
(770) 207-1776



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