


11/2/17

 <p>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</p>				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 04-OCT-2017 NOV 15 2017	Repository <input type="checkbox"/> Reference No. 11031706		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]	
City SAINT LOUIS	State MO	Zip Code [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 3LNHM28T17R [REDACTED]		Make LINCOLN	Model MKZ	Model Year 2007	
Date Purchased 05/05/07	Dealer's Name and Telephone Number Dave Sinclair Automotive		Engine: No: Cylinders 8	Fuel Type: Reg. Gasoline	
Original Owner <input checked="" type="checkbox"/>	Dealer's City St Louis	State MO	Zip Code 63125	[REDACTED]	
Transmission Type Auto	<input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-JUL-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS			Failure Mileage 55000	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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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* THE CONTACT OWNS A 2007 LINCOLN MKZ. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V384000 (AIR BAGS); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. DAVE SINCLAIR LINCOLN SOUTH IN ST LOUIS, MISSOURI WAS MADE AWARE OF THE RECALL AND STATED THAT THE PARTS WERE UNAVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE BY LETTER. THE CONTACT EXPERIENCED THE FAILURE OF THE AIR BAG INDICATOR ILLUMINATING WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DETERMINED THAT A SUPPORT ASSEMBLY SEAT TRACK REPLACEMENT NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE FAILURE MILEAGE WAS 55,000. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.					
Above does not state the connection between the relations between the air bag light coming on and what the dealer replaced. See letter attached.					
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.					

The car was taken to the dealer (only because the air bag light came on. There was no indication that anything was wrong with the Air Bag Indicator.

[REDACTED]
ST LOUIS MO [REDACTED]
[REDACTED]

THE LINCOLN MOTOR COMPANY
P.O. BOX 1904
DEARBORN, MICHIGAN 48121-1904

JULY 28, 2016

RE:SAFETY RECALL NOTICE 16S26/NHTSA RECALL
16V-384 2007 MKZ / VIN3LNHM28T17E [REDACTED]

DEAR SIR:

I RECEIVED YOUR LETTER OF JULY, 2016 REGARDING A SAFETY RECALL, YOUR LETTER STATES THE PASSENGER FRONT AIR BAG INFLATOR MAY RUPTURE IN THE EVENT OF A CRASH AND MAY CAUSE SERIOUS INJURY.

ON MAY 9, 2016, THE YELLOW SIGNAL ON THE DASHBOARD CAME ON. THIS SIGNAL INDICATES SOMETHING WAS WRONG WITH THE PASSENGER AIRBAG.

I TOOK THE AUTO TO THE SINCLAIR LINCOLN SOUTH, 7500 S LINDBERGH BLVD., ST LOUIS, MO. 63125.

I HAD HEARD EARLIER THERE WAS A PROBLEM WITH THE PASSENGER AIRBAGS ON LINCOLNS THROUGH 2006. I MENTIONED THIS TO THE GENTLEMAN IN THE SERVICE DEPT. HE SAID THEY HAD NO RECALL ON THE 2007 MODELS AT THAT TIME AND THEY WOULD CHECK TO SEE WHAT CAUSED THE TROUBLE LIGHT TO STAY ON WHILE CAR WAS RUNNING. HE CALLED AND SAID IT WOULD BE VERY COSTLY GETTING TO THE PROBLEM.

SINCE THE PROBLEM COULD CAUSE SERIOUS INJURY, I AGREED TO PROCEED.

WHEN I PICKED UP THE VEHICLE ON MAY 11, 2016, THE REASON FOR THE MAJOR COST INVOLVED, WAS THE SUPPORT ASSEMBLY, SEAT TRACK. I PAID THE BILL OF \$1269.65, BEFORE RECEIVING YOUR LETTER REGARDING THE 2007 RECALL.

I CALLED THE DEALER AND MENTIONED THE RECALL AND WAS INFORMED THAT WHAT THEY DID HAD NOTHING TO DO WITH THE RECALL

SINCE MY 2007 LINCOLN HAS ONLY 54,000 MILEAGE AND RUNS PERFECT, I BELIEVE THE LIGHT COMING ON IS THE DIAGNOSIS FOR YOUR RECALL IF SINCLAIR HAD TO GO THROUGH THE SUPPORT ASSEMBLY-SEAT TRACK TO GET TO THE YELLOW LIGHT ON THE DASH, IT APPEARS MY CHARGE OF \$1269.65 SHOULD BE COVERED BY THE RECALL:

PLEASE ADVISE.

SINCERELY,

[REDACTED]

ENC: (1) LINCOLN MOTOR CO LETTER
OF JULY, 2016
(2) DAVE SINCLAIRS INVOICE FOR SERVICES



Dave Sinclair Lincoln South

7500 S. Lindbergh Blvd.
St. Louis, MO 63125
Phone: 314-729-2700

KU: [REDACTED]

Cashier:

Date Out: 05/11/2016

Time-In: 08:59 Out: 10:03
Miles-In: 54715 Out: 54715

Customer: [REDACTED]

VIN: 3LNHM28T17R [REDACTED] 2007 LINC MKZ AWD

Sold By: NOT ON FILE

should be

Delivered: 10/13/2006

SAINT LOUIS MO [REDACTED]

Home: [REDACTED]

Work: [REDACTED]

E-mail: [REDACTED]

Advisor: 008031-WILLIAM J KLEIN

Hat: 946

Date In: 05/10/2016

OP Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
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[CUSTOMER PAY]

A	SCP	008068C	11			Labor Total:	350.00
AIRBAG LAMP ON							
IDS TEST AIR BAG TEST CODE FOR LEFT AIR BAG SENSORS REMOVED							
RIGHT SEAT AND REPLACED RT SIDE SEAT RAILS/SENSORS							
Parts:	1	SO	7H6Z5461708A	SUPPORT ASY - SEAT TRACK	418.45		418.45
	1	SO	7H6Z5461709A	SUPPORT ASY - SEAT TRACK	419.13		419.13
						Total Parts:	837.58
						Operation Total:	1187.58

[INTERNAL]

B	SI	008068					
PERFORM FREE MULTI-POINT INSPECTION							
Kit Charges - Labor:			8.00				
				Batt Code: GBATT	Tire Code: GTIRE	Brake Code: GBK	

[INTERNAL]

C	SI	008088					
COMPLIMENTARY CAR WASH							

SO = Special Order Parts

Customer Pay Labor:	350.00
Customer Pay Parts:	837.58
Supplies and/or Hazardous Waste Removal:	21.00
Customer Pay Subtotal:	1208.58
Customer Pay Sales Tax:	61.07
Customer Total Due:	1269.65

MC-SF

PAID

MAY 11 2016

DAVE SINCLAIR LINCOLN

Service & Parts Hours
Monday-Friday 7 AM to 5:30 PM
Saturday 8 AM to 4:30 PM

Any warranties on the products sold hereby are those made by the manufacturer. DAVE SINCLAIR LINCOLN SOUTH hereby expressly disclaims all warranties, whether express or fitness for a particular purpose, and DAVE SINCLAIR LINCOLN SOUTH neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products.

MISCELLANEOUS SHOP AND ENVIRONMENTAL FEE To provide for the miscellaneous shop items related to the performance of automotive service, DAVE SINCLAIR LINCOLN SOUTH assesses customers a 6% miscellaneous shop and environmental fee on labor up to a maximum of \$50.00. We charge this fee on most automotive services and it represents our cost for various items listed below and profit. This is not a tax or government fee.

Includes: Adhesives/Compounds, Belt Dressing, Brake Cleaning Solutions, Chrome Polishes, Cleaners, Detailing Products, Engine Oil, Glass Cleaner, Grease, Hydraulic Fluid, Lubricants, Masking Material, Motor Oil, Paints, Sealants, Wax, Wheel Sealants, Plastic Shine, Tire Polishing, Tires, Trim and Seals, Sand Paper, Solvent Spray, Solids, Tapes, Thinner, Trim Cleaner, Washers, Wax, Waxing, Wheel Polishing, Wheel Dressing, Wheel Flare, Wheel Sealant, Wheel Wax, Wheel Wax and Dressing, Wheel Wax

Signature: _____

Thank you for allowing us to serve you!

Printed: 05/11/2016 10:03:19 AM



314-892-2600



BUICK

314-842-4200

DAVE SINCLAIR AUTOMOTIVE

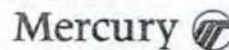
www.davesinclair.com

1-888-SINCLAIR
(746-2524)

SOUTH COUNTY 314-729-2700



LINCOLN



GMC

WEST 636-256-0202 / ST PETERS 636-441-4400

DATE: 05/05/07	CUSTOMER NO. [REDACTED]	DEAL NO. 51283	STOCK NO. [REDACTED]	SLSM: IANNICOLA
CUSTOMER: [REDACTED]	PRICE		40415.00	
ADDRESS: [REDACTED]	DEALER INSTALL ZIEBART GOLD		495.00	495.00
CITY STATE ZIP SAINT LOUIS MO [REDACTED]	WORK PHONE: [REDACTED]		CELL PHONE: [REDACTED]	
HOME PHONE: [REDACTED]	EMAIL: [REDACTED]			
PURCHASE VEHICLE <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO	PROCESSING FEE		79.00	
YEAR MAKE MODEL 2007 LINCOLN MKZ	TOTAL PRICE		40989.00	
VIN # 3LNHM28T17R [REDACTED]	(-) TRADE-IN ALLOWANCE		16115.00	
MILES 113	COLOR OXFORD WHT	DIFFERENCE		24874.00
LIEN INFO:		LIEN TO:		
		TOTAL ABOVE ITEMS		24874.00
		(-) REBATES		* 1000.00
		(-) DEPOSIT WITH ORDER		1000.00
NO EXTENDED COVERAGE DESIRED		(-) CASH DOWN		
		TEMP TAG <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO Tag No:		
		TAXES (OUT OF STATE)		
DESCRIPTION OF TRADE-IN		BALANCE DUE		
YEAR MAKE MODEL 2004 MAZDA 4 DOOR SEDAN			22874.00	
VIN # JM1BK14364 [REDACTED]		OTHER: CUSTOMER IS RESPONSIBLE FOR TRADE TITLE &		
MILES 11774		COLOR GREY		
		LIEN RELEASE! CUSTOMER X [REDACTED]		

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: (A) ON ALL GOODS AND SERVICES SOLD BY DEALER; AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS-NOT EXPRESSLY WARRANTED OR GUARANTEED."

The information you see on the window form (Buyer's Guide) for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract sale.

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into or will be recognized. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement.

THIS IS A CASH SALE. If it is later determined that this contract must be financed, then this contract is contingent upon buyer's ability to obtain financing at an annual percentage rate acceptable to Buyer, and at such time as financing is obtained a separate disclosure statement will be completed;

I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above by signature. I certify that I am of legal age, or older, and hereby acknowledge receipt of a copy of this order.

DENNIS B DILTHEY F & I

ANTHONY P IANNICOLA JR

SALESMAN

THOMAS A BRINKLEY (SALES MANAGER)

APPROVED BY:

(XX) [REDACTED]

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER

SIGNED PURCHASER