



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

July 19, 2018

[REDACTED]

Orlando, FL [REDACTED]

Dear [REDACTED]

NEF-109 nlm
Ref. No. 11035863

Thank you for your correspondence concerning your model year (MY) 2012 Lincoln MKZ. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. Last year our office received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay may have caused you. I am pleased to respond.

NHTSA is the federal agency responsible for improving safety on our nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rate and adequacy of manufacturers' recall campaigns.

We are aware of the delay for NHTSA Safety Recall Campaign No. 17V-024. The recall addresses a problem with Takata front passenger-side air bag inflators in certain MY 2012 Lincoln MKZ vehicles. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling.

The recalls of defective Takata inflators have grown over the past few years to include 19 separate vehicle manufacturers and currently include approximately 37 million vehicles in the United States, making it the largest, most complex recall in NHTSA's history. The most significant challenge presented by this recall has been the availability of remedy parts, which has

been affected by numerous factors including, but not limited to, the need to obtain redesigned parts from alternative inflator suppliers, testing to ensure the safety of remedy parts, manufacturing and capacity constraints given the enormous global demand, and logistics in getting the parts out to the distribution networks and into the dealer's hands.

The agency issued an amended Coordinated Remedy Order in December 2016, to order affected vehicle manufacturers to accelerate recall repairs and prioritize vehicles to reduce the risk of rupture and protect the American public. The Order attaches a prioritization schedule for all vehicles currently affected by the recall, or that will become affected by future expansions, based upon known risk factors such as the age of the inflator, the geographic location of the inflator, and the location of the inflator in the vehicle.

When you receive a notification that parts are available, you should contact your dealer to schedule a service appointment immediately. If you are unable to schedule an appointment after receiving a notice that parts are available, you should notify the agency so that we may investigate whether the vehicle manufacturer has violated the Coordinated Remedy Order. You can file a complaint on our website at <https://www-odi.nhtsa.dot.gov/VehicleComplaint/> or via NHTSA's Vehicle Safety Hotline at 888-327-4236.

For the most up-to-date information on the Takata recalls, we also encourage you visit our website at www.nhtsa.gov/recall-spotlight/takata-air-bags.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in dark ink, appearing to read "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement