

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

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint: ----ODI 11046966-----
Date: Tuesday, December 19, 2017 2:46:50 PM
Attachments: [12182017 - Scan - 154015.pdf](#)
Importance: High

Sent: Tuesday, December 19, 2017 2:15 PM

Subject: FW: Follow up to ODI Complaint: ----ODI 11046966-----
Importance: High

Questionnaire.

From: [REDACTED]
Sent: Monday, December 18, 2017 3:48 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint: ----ODI 11046966-----
Importance: High

Per your email below, please see attached.

Thank you,

From: EVOQ (NHTSA) [<mailto:EVOQ@dot.gov>]
Sent: Monday, December 04, 2017 11:51 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint: ----ODI 11046966-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

17-NOV-2017

Repository ☐

Reference No.
11046966

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WATCHUNG State NJ Zip Code [REDACTED]

Daytime Telephone Number

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
3LNHM26156F [REDACTED] Make LINCOLN Model ZEPHYR Model Year 2006
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders 6 Fuel Type: GAS
Original Owner ☐ Dealer's City State Zip Code
Transmission Type ☐ Automatic ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 03-NOV-2017

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 ☐ 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 ☐ 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 2006 LINCOLN ZEPHYR. THE CONTACT INQUIRED ABOUT THE TK HOLDINGS NOTICE THAT SHE RECEIVED. THE CONTACT WAS INFORMED THAT HER VEHICLE WAS INCLUDED IN NHTSA CAPAIGN NUMBER: 16V384000 (AIR BAGS) AND WAS REFERRED TO THE MANUFACTURER. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR REPAIR. THE CONTACT DID NOT RECEIVE A RECALL NOTIFICATION. THE LOCAL DEALER (LICCARDI FORD LINCOLN, 1615 US 22, WATCHUNG, NJ, 07069) STATED THAT THE PARTS WERE UNAVAILABLE FOR THE REPAIR. THE MANUFACTURER WAS ALSO CONTACTED AND CONFIRMED THAT THE PARTS WERE UNAVAILABLE FOR REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.