

**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Follow up to ODI Complaint: ----ODI 11057294-----  
**Date:** Tuesday, January 23, 2018 8:35:26 AM  
**Attachments:** [11057294.pdf](#)

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**Sent:** Monday, January 22, 2018 6:00 PM

>

**Subject:** FW: Follow up to ODI Complaint: ----ODI 11057294-----

Questionnaire.

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**From:** [REDACTED]  
**Sent:** Monday, January 22, 2018 12:27 PM  
**To:** DataQuality, DataQuality (NHTSA) <[DataQuality@dot.gov](mailto:DataQuality@dot.gov)>  
**Subject:** FW: Follow up to ODI Complaint: ----ODI 11057294-----

The form looks accurate. My biggest issue is that in July 2016 I got the initial recall notice and was told to use the car normally as it was safer to have the recalled air bag than to have no air bag. Then in late December 2017, I received another notice saying that parts were still not in, but now I should never have anyone ride in the passenger seat of my car. That greatly limits the usefulness of the vehicle. Ford said the soonest parts would be available would be Spring 2018. I was also informed that it is still not legal to disable the air bag even though it is potentially very hazardous.

The manufacturer has basically allowed my car to be out there with a hazardous flaw for over 1.5 years. It would be almost two years overall by the time it is fixed.

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**From:** EVOQ (NHTSA) [<mailto:EVOQ@dot.gov>]  
**Sent:** Monday, January 22, 2018 7:49 AM  
**To:** [REDACTED]  
**Subject:** FW: Follow up to ODI Complaint: ----ODI 11057294-----

EXTERNAL

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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

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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

29-DEC-2017

Repository ☐

Reference No.  
11057294

**OWNER INFORMATION (Type or Print)**

Name

Address

City ST CHARLES

State IL

Zip Code

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

3LNHL2GC9BR

Make

LINCOLN

Model

MKZ

Model Year

2011

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

01-JUN-2016

**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 2011 LINCOLN MKZ. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V384000 (AIR BAGS) HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE DEALER WAS NOT CONTACTED. THE MANUFACTURER WAS CONTACTED AT 866-436-7332 AND WAS MADE AWARE OF THE FAILURE. THE MANUFACTURER STATED THAT THEY WERE NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. A CASE NUMBER WAS NOT PROVIDED. 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 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.