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NATION HIGHWAY TRAFFIC

SAFETY ADMINISTRATION CL-11082708-7573

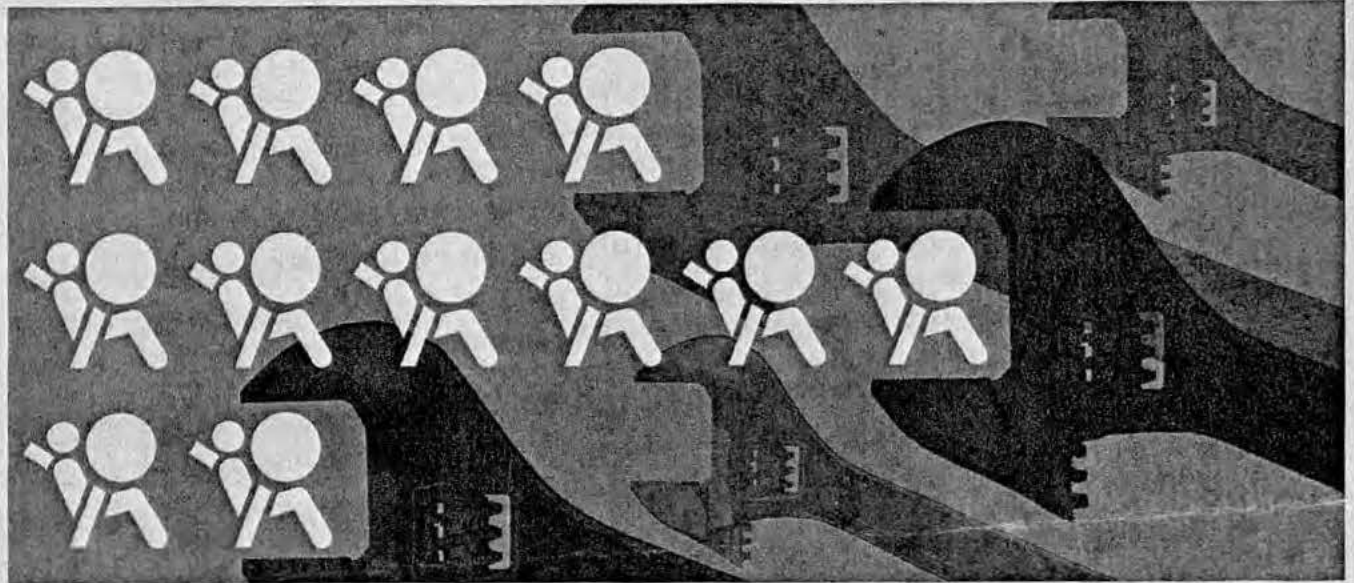
DEAR SIR:

IN REGARDS TO THE SAFETY RECALL OF  
AIRBAG INFLATOR RUPTURE AND SENDING METAL  
FRAGMENTS CAUSING SERIOUS INJURY OR DEATH.

I AM VERY DISTURD WITH THE OUTCOME  
OF THIS SAFETY RECALL AND HOW MANY ARE AFFECTED  
IS VERY ALARMING. WITH (NHTSA) HAVING  
THE KNOWLEDGE AND KNOWING THAT 19 AUTOMAKERS  
HAVE THESE DEFECTIVE AIRBAGS MORE SHOULD HAVE  
BEEN ACCOMPLISH WHEN THE RECALL WAS ANNOUNCED  
IN 2015. I BELIVE THAT THE AUTOMAKERS SHOULD OF  
HAD THE CONSUMER GO TO THE NERREST DEALER AND  
HAVE THE DEFECTIVE AIRBAGS REMOVED AND THAT  
THAY WILL REPLACE THEM WITH RELIABLE AIRBAGS  
IN A TIMELY MATTER AND NOT TAKE YEARS LIKE  
THAY HAVE. LETS MAKE THE AUTMAKERS DO THE  
RIGHT THING.

NM  
3-28-18  
WD

702



# DON'T NEGLECT GETTING YOUR AIRBAGS FIXED

## MODELS THAT URGENTLY NEED REPLACEMENT AIRBAGS

IT'S THE BIGGEST auto recall in U.S. history: 49.5 million airbags from the Takata company installed by 19 automakers, totaling 37 million cars, SUVs, and pickup trucks, according to the National Highway Traffic Safety Administration (NHTSA).

The Takata airbags have faulty inflators, which are the part that deploys the airbag when a vehicle is in a crash.

In the defective airbags, moisture can enter the inflator over time and affect the chemicals inside. That can create an explosive force great enough to hurl parts of the inflator's metal casing into the vehicle cabin, seriously injuring or killing the occupants.

The toll has been grim since the nationwide recall was announced in 2015. Fifteen people, NHTSA reports, have died in the U.S. because of these airbags, and at least 240 have been injured.

In 2017 Takata filed for bankruptcy protection, and—until recently—getting replacement airbags was

difficult for consumers. Many have waited months for them.

More than 26 million of these airbags still need to be replaced. Fortunately, replacements aren't as scarce as they once were, NHTSA says, so consumers should press ahead in seeking one.

In a report in late 2017, NHTSA applauded some automakers for being aggressive in their outreach to owners, but it didn't mention them by name.

Fiat Chrysler, GM, Honda, Mazda, Tesla, and Toyota have told CR that they're reaching out to owners by doing such things as updating their website (Toyota), tapping into social media, adding more customer-service representatives, and even hiring representatives to track down owners of older cars (Honda).

The agency noted that some automakers are lagging behind in the effort to get the dangerous airbags replaced, but it didn't name them.

"Takata and the auto

industry as a whole are not doing enough to protect consumers from deadly, defective airbags, as this report makes clear," says David Friedman, director of cars and product policy and analysis for Consumers Union, the advocacy division of Consumer Reports.

Jen Stockburger, director of operations at CR's Auto Test Center, says that consumers should continue to pay attention to this recall, even though the reports of people being injured aren't as prevalent as they once were.

"The danger to drivers and passengers is real," she says.

You can check to see whether your vehicle needs a new airbag inflator by using your vehicle identification number (VIN), found on your car's registration or at the bottom of the windshield on the driver's side, or on a sticker on the driver's doorjamb.

Plug the VIN into NHTSA's website ([nhtsa.gov/recalls](http://nhtsa.gov/recalls)) to find out about any recalls for your vehicle.

The National Highway Traffic Safety Administration (NHTSA) says that occupants in certain Acura, Ford, Honda, and Mazda models face a higher risk—up to a 50 percent chance of rupture if the vehicle is in a crash—from Takata airbags that could potentially explode with deadly force. Owners should get them fixed immediately.

- 2001-2002 Honda Civic
- 2001-2002 Honda Accord
- 2002-2003 Acura TL
- 2002 Honda CR-V
- 2002 Honda Odyssey
- 2003 Acura CL
- 2003 Honda Pilot
- 2006 Ford Ranger
- 2006 Mazda B-Series



LEARN

For up-to-date information and everything else you need to know about the Takata airbag recall, go to [CR.org/takata](http://CR.org/takata).



THE LINCOLN MOTOR COMPANY

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



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MONCKS CORNER, SC



July 2016

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

**Safety Recall Notice 16S26 / NHTSA Recall 16V-384  
Aviso de Revisión de Seguridad 16S26**

2008 Zephyr

Your Vehicle Identification Number (VIN): 3LNHM26T78R



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](http://www.safercar.gov) and [owner.lincoln.com/takata](http://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 16S26, 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.**

Moncks Corner, SC

NATIONAL HIGHWAY TRAFFIC  
SAFETY ADMINISTRATION  
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