



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-APR-2018  
**JUN 12 2018**  
Repository   
Reference No. 11088649

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: CLEVELAND State: OH Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: 3LNHM126787R [REDACTED]  
Make: LINCOLN Model: MKZ Model Year: 2007  
Date Purchased: 7-12-2007 Dealer's Name and Telephone Number: [REDACTED]  
Original Owner:  Dealer's City: [REDACTED] State: OH Zip Code: 44131  
Transmission Type: [REDACTED]  Antilock Brakes Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 17-APR-2018  
 Cruise Control

**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: DOTM1A9ABC036)  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

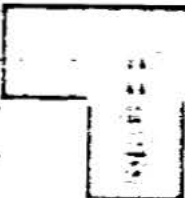
**Narrative Description of Incident(s), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL\* TAKATA RECALL. THE CONTACT OWNS A 2007 LINCOLN MKZ. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V384000 (AIR BAGS). THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR AS THE RECALL NOTICE WAS RECEIVED OVER A YEAR AGO. THE DEALER (LIBERTY FORD MAPLE HEIGHTS, 5500 WARRENSVILLE CENTER RD, MAPLE HEIGHTS, OH 44137) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT RECENTLY RECEIVED A POSTCARD FROM TK HOLDINGS, ALERTING HER THAT THE TAKATA AIR BAG MANUFACTURER FILED FOR BANKRUPTCY. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE VIN WAS 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

My concern is about my air bag.



When I purchased my car, the company was Cross Road Lincoln Mercury, and then they changed the name to Liberty Lincoln Mercury. The address was 6700 Rockside Rd Independence Oh 44131 they went out of business.

My concern is getting my air bag fixed.



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



FIE

US  
Nat  
Off  
12C  
Wa



Think your vehicle  
as a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:  
**www.safercar.gov**  
or call:  
**Vehicle Safety Hotline**  
**888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration  
1200 New Jersey Avenue SE,  
Washington, D.C. 20077-9382  
Official Business  
Penalty for Private Use \$300