

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

MAY 16 2018



CA-11091568-6284

Complaint Number: 11091568

Vehicle Identification Number: 3LNHM26T57E [REDACTED]

Your Vehicle's Make Model and Model Year: 2007 Lincoln MKZ

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Air Bags

NOTHING FOR ME

What happened?

Takata Recall. Over 2 years ago Ford Motor Co issued a recall for my vehicle for the passenger side air bags. Ford is doing. They actually sent me a letter that instructed me to not use the front passenger seat in my car. How ridiculous is that?

When did this happen? 05/03/2018

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (In mph)

About how many miles were on your vehicle at the time of the incident?

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Westerville

State : OHIO

ZIP Code : [REDACTED]

Phone: [REDACTED] Ext. :

Alt. Phone:

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

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5/3/2018 3:01 PM

May 3, 2018


Mr. William Clay Ford,
Executive Chairman
Ford Motor Company
1 American Road
Dearborn, MI 48126

Mr. Ford,

On February 6, 2018 I sent you a letter (copy attached) that told you about a problem I am having with an air bag recall of my 2007 Lincoln MKZ and asked for your help with a very simple temporary fix. As of this date I have not received an answer from you, from Mr. Mark Fields, or anyone else at Ford.

In the letter I told you that I have been a very loyal Ford customer and have bought 11 of your vehicles over the years. But this total lack of concern and help from you or anyone else at Ford for this very simple fix of a Federal recall is not acceptable. I have bought my last Ford product.

Most sincerely,



Westerville, OH

Copy: Mr. Mark Fields, CEO, Lincoln Motor Company
US Dept. of Transportation NHTSA, complaint 11091568

February 6, 2018

Mr. William Clay Ford
Executive Chairman
Ford Motor Company
1 American Road
Dearborn, MI 48126

Dear Mr. Ford,

Since 1963 I have been a proud and satisfied Ford products owner and have owned 11 of your fine vehicles. Now I have a problem with the Lincoln Division you need to know about.

Attached is a copy of a letter I sent to "the CEO" of the Lincoln Division on December 29, 2017 about a very serious problem with a long delayed air bag recall for my 2007 Lincoln MKZ. To date I have not received an answer from anyone at Ford.

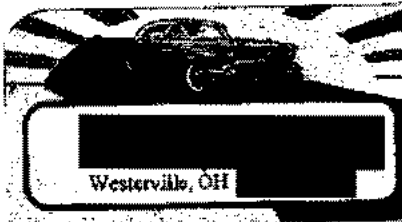
The passenger air bag problem has a very easy, very simple, and very acceptable temporary solution I suggested in the letter. It certainly is a much more acceptable temporary solution than the one Lincoln demands, that is, do not use the front passenger seat. How silly is that?

Mr. Ford, I turn to you for some action. Let's be realistic. It cannot be a high priority at Ford to redesign a Takata airbag inflator for a 10 year old Ford car. I have been waiting patiently for nearly 2 years since the recall was issued. Please instruct your dealers to temporarily disconnect the passenger seat occupant sensor in my car, thus disabling the very dangerous Takata air bag inflator, while I wait for a recall fix that may never come. If you need me to sign a waiver while the passenger airbag is disabled I would be happy to do so.

Best regards,

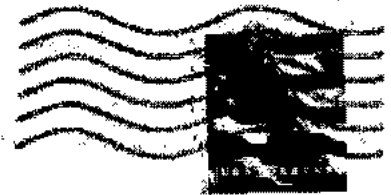
[REDACTED]
Westerville, OH
[REDACTED]

Copy: Mr. Mark Fields, CEO, Lincoln Motor Company



COLUMBUS OH 431

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NHTSA
1200 NEW JERSEY AV. SE
WEST BUILDING
WASHINGTON, DC
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