

 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 22-MAY-2018	Repository ☐ Reference No. 11097291
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number		
City STRONGSVILLE	State OH	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3LNDL2L306R [REDACTED]		Make LINCOLN	Model MKZ HYBRID	Model Year 2011	
Date Purchased 12-20-2010	Dealer's Name and Telephone Number SAME AS BELOW		Engine: No. Cylinders 4	Fuel Type: GAS	
Original Owner ☒	Dealer's City MIDDLEBURG	State OH	Zip Code 44130		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 02-MAY-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 020000 SUSPENSION, 010000 STEERING			Failure Mileage 45000	Failure Speed SLOW	
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* THE CONTACT OWNS A 2011 LINCOLN MKZ HYBRID. THE CONTACT STATED THAT THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER WHILE THE VEHICLE WAS IN OPERATION. THE DEALER (GANLEY LINCOLN, 6930 PEARL RD, MIDDLEBURG HEIGHTS, OH 44130, (440) 845-6000) REPLACED THE ELECTRONIC POWER STEERING UNIT. TWO MONTHS LATER, THE FRONT SUSPENSION ASSEMBLIES FAILED AND THE CONTACT CONTINUED TO HEAR AN ABNORMAL NOISE. THE MANUFACTURER ISSUED NHTSA CAMPAIGN NUMBER: 15V340000 (STEERING), BUT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THREE STEERING TSBS AND ONE SUSPENSION TSB WERE ISSUED, BUT NO RECALLS FOR THE SUSPENSION. THE MANUFACTURER PROVIDED NO REMEDY OTHER THAN SUGGESTING THAT THE DEALER REPLACE THE PART. THE APPROXIMATE FAILURE MILEAGE WAS 45,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
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 is taking appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, in whole or in part, may be used in support of the agency's action.					

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

NOTE: My wife and I did not feel safe for a while because of multiple problems with steering and noise from suspension control arms.
(? weak specifications on control parts for suspension)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300



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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



CREWLAND OH 440

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

safercar.gov