



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

Repository

05-JUN-2018

Reference No.
11100051

OCT 15 2018

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: JASPER State: AL Zip Code: [REDACTED]

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: 3LNHM26T07R [REDACTED]
Make: LINCOLN Model: MKZ Model Year: 2007
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: Star Automotive Engine: No: Cylinders 8 Fuel Type: Unleaded 87 Octane
Original Owner: No Dealer's City: Jasper, AL State: AL Zip Code: 35501
Transmission Type: Auto Antilock Brakes Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 01-DEC-2017
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: [REDACTED] Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/55R15): [REDACTED]
DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: [REDACTED] Number of Deaths: [REDACTED] 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); 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 MADE AWARE OF THE ISSUE AND WAS NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Note: wheels on rt side corroded at weld causing both tires to deflate. We were told that Lincolns and Cadillacs that were spot welded inside the wheel would deflate after weld corroded enough. Very unhappy with this car. Also, spent over \$1000 because spark plugs not firing in correct order

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.

Modern Lincolns are a failure



Wiregrass
hospice
a Gentiva[®] company

Dear Sir,

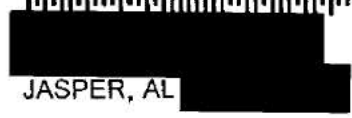
In response to my complaint to the
the letter I got from Lincoln (page 2),
I later received a "parts available"
letter (page 3). I then called my
closest dealer, Long Lewis in B'ham,
Alabama (Hoover) to order the part
on 7/30/18 of which they told me they would
call and I had [redacted] nothing. I will
follow up [redacted] them [redacted]

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THE LINCOLN MOTOR COMPANY

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



JASPER, AL

July 2018

*** IMPORTANT SAFETY RECALL ***

Safety Recall Notice 16S26 / NHTSA Recall 16V-384

2007 MKZ

Your Vehicle Identification Number (VIN): 3LNHM26T07R



AIRBAG RECALL

A REPAIR IS AVAILABLE FOR YOUR VEHICLE

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? The passenger airbag inflator in your vehicle may explode in the event of a crash that causes deployment of the passenger airbag. If an inflator explodes, sharp metal fragments could strike the passenger or other occupants causing serious injury or death.

What will Lincoln and your dealer do? **Parts are now available to repair your vehicle.** The Lincoln Motor Company has authorized your dealer to replace the passenger airbag module free of charge (parts and labor).

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. If your dealer does not have the part required to complete this recall repair in stock, they will need a few days to order and receive the required part.

What should you do? Please call your dealer without delay and request a service date for Recall 16S26 to receive your free repair. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

**What should you do?
(continued)**

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have this free safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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.

Are you currently in a rental vehicle?

If you are currently in a rental vehicle you should schedule this free repair with your dealer immediately. Additional rental fees incurred by a delay in scheduling this repair may be at your expense.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Recall Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Lincolnowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 16V-384.

Thank you for your attention to this important matter.

The Lincoln Motor Company

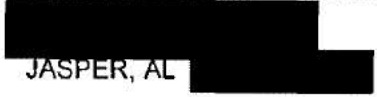


THE LINCOLN MOTOR COMPANY

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

*Complaint #
1100051*

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JASPER, AL

December 2017

Received many before this

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

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

2007 MKZ

Your Vehicle Identification Number (VIN): 3LNHM26T07R [REDACTED]

In July 2016, the Lincoln Motor Company sent you a letter announcing Safety Recall 16S26 – Passenger Airbag Inflator Replacement on your vehicle, with the VIN shown above. Since then, Lincoln has been developing remedy parts for your vehicle that do not contain ammonium nitrate, the chemical that has resulted in the safety recalls. This letter is to inform you that remedy parts have been delayed, and we are expecting remedy parts to become available for certain vehicles in the Spring of 2018. Lincoln will begin repairing vehicles as parts become available in the priority order established in the National Highway Transportation Safety Administration's Coordinated Remedy Order. You will be notified as soon as parts are available for your vehicle.

It is important that you schedule a service appointment for the free repair as soon as you are notified.

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 and owner.ford.com/Takata.

What should you do?

WARNING: Until remedy parts become available, do not allow anyone to sit in the first row passenger seat. The air bag inflator could rupture during deployment in a crash and cause injuries or death. When the front row passenger seat is not occupied, the passenger air bag will not deploy, eliminating the risk.

When parts are available to support 16S26, the Lincoln Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

If you do not already have a servicing dealer, you can access www.Lincolnowner.com for dealer addresses, maps, and driving instructions.

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The Lincoln Motor Company