



JUN 21 2018

CL-111044389-5026

OFFICE OF THE ATTORNEY GENERAL  
STATE OF ILLINOIS

Lisa Madigan  
ATTORNEY GENERAL

June 12, 2018

Lincoln Motor Co  
PO Box 1904  
Dearborn, Michigan 48121-1904

Re: [REDACTED]  
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a written response via US Mail and/or e-mail within ten business days of receipt. **All communications must be in writing.** Direct all correspondence to Cynthia Diemer, Office of the Attorney General, Consumer Protection Division, 500 South Second Street, Springfield, IL 62701. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL  
State of Illinois

*Cynthia Diemer*

Cynthia Diemer  
Citizen's Advocate  
Consumer Protection Bureau  
cdiemer@atg.state.il.us  
(217) 782-1283  
cc:NHTSA

Enclosure

500 South Second Street, Springfield, Illinois 62701 • (217) 782-1090 • TTY: (217) 785-2771 • Fax: (217) 782-7046  
100 West Randolph Street, Chicago, Illinois, 60601 • (312) 814-3000 • TTY: (312) 814-3374 • Fax: (312) 814-3806  
601 South University, Carbondale, Illinois 62901 • (618) 529-6400 • TTY: (877) 675-9339 • Fax: (618) 529-6416

AM  
6-22-18  
WD



# LISA MADIGAN

Illinois Attorney General  
 Consumer Fraud Bureau  
 500 South Second Street  
 Springfield, IL 62701  
 217-782-1090  
 1-800-243-0618 (Toll free in IL)  
 TTY: 1-877-844-5461  
[www.IllinoisAttorneyGeneral.gov](http://www.IllinoisAttorneyGeneral.gov)

Office Use Only

CLMS: \_\_\_\_\_

AG: \_\_\_\_\_

Fill out the form online, then print and mail to the address above. Include copies (no originals please) of any supporting documents.

### YOUR INFORMATION

Name: Mr  Mrs  Ms  (check one)

[Redacted]

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ County: \_\_\_\_\_

WESTVILLE IL [Redacted] VERMILION

Your Telephone Number:

Daytime [Redacted] Ext.: \_\_\_\_\_

Evening [Redacted] Ext.: \_\_\_\_\_

Your e-mail address (optional): N/A

Are you a senior citizen? Yes  No

Are you a veteran? Yes  No

Are you a service member? Yes  No

### NAME OF (SELLER) OR PROVIDER OF SERVICE

Name: LINCOLN MOTOR COMPANY

Address: P.O. Box 1904

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

DEARBORN, MICHIGAN 48121-1904

Telephone: 1-866 436-7332 Ext.: \_\_\_\_\_

Website: \_\_\_\_\_

Additional seller or provider of service involved in transaction:

Name: COURTESY FORD-LINCOLN

Address: 3533 VERMILION STREET

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

DANVILLE IL 61832

Telephone: 217 442 1840 Ext.: \_\_\_\_\_

Website: \_\_\_\_\_

Has this matter been submitted to another government agency, an arbitration service, or to any attorney? Yes  No

If yes, please give name, address, telephone: \_\_\_\_\_

Is court action pending? Yes  No

### INFORMATION ABOUT THE TRANSACTION

Date of Transaction: \_\_\_\_\_ Did you sign a contract? Yes  No  Date contract was signed: \_\_\_\_\_  
 (If yes, please attach a copy)

Was the product or service advertised? Yes  No  When? \_\_\_\_\_ (Please attach a copy of the advertisement, if applicable.)

**How was the service advertised?**

Newspaper/magazine

Radio advertisement

Television advertisement

Internet advertisement

E-mail solicitation

Direct mail solicitation

Telephone solicitation

Yellow pages of the telephone book

Facsimile solicitation

Door-to-door solicitation

Display at merchant's place of business

Display at a trade show/convention, etc.

Other \_\_\_\_\_

Total Cost of product/service: \$0.00

Amount paid to date/down payment: \$0.00

Method of payment (check one) (Please attach a copy.)

Cash  Check  Money Order  Credit Card  Debit Card  Bank Draft

Wire Transfer  Automatic Debit  Other \_\_\_\_\_

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes  No

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

Have you complained to the company or individual?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (Please specify) \_\_\_\_\_
- There was no transaction

Yes  No

If yes, provide name and phone number of the individual(s):

CUSTOMER RELATIONSHIP CENTER - 1-866-436-7332

DEALER SHIP - COURTESY FORD - 217-442-1840

**FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:**

Make: <u>LINCOLN MKZ</u>	Model: <u>MKZ</u>	Year: <u>2008</u>	New: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	As-Is: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Warranty: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Expiration Date: <u>UNDER RECALL #</u> <u>NHTSA RECALL - 16V-384</u>	Name of Extended Warranty: <u>RECALL</u>	Purchase Date: <u>8-25-2011</u>	Current Mileage: <u>48033</u>	Mileage at Purchase: <u>33587</u>

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint.

PLEASE DO NOT SEND ORIGINALS.

I GOT THIS RECALL ALMOST TWO YEARS AGO JULY. THAT SHOULD BE PLENTY OF TIME TO SUPPLY PARTS. I TOLD THEM TO UNHOOK THE AIR BAG ON THAT SIDE. THEY SAID THEY CAN'T UNLESS YOU HAVE A DOCTOR REPORT. I WOULD THINK IF YOU COULD BE SERIOUSLY INJURED OR DEATH COULD RESULT IF ITS HOOK UP. IT WOULDN'T BE ANY WORSE. I ONLY DRIVE THE CAR WHEN I GO ALONE. BUT ME + MY WIFE ARE RETIRED SO WE VERY SELDOM GO ALONE.

ALL THE DEALER SHIP SAYS IS WE CAN'T DO ANYTHING FOR YOU. I THINK THEY COULD PUT PRESSURE ON THE COMPANY. THEY HAVEN'T EVEN ORDERED THE AIR BAG TO HAVE ONE READY WHEN THEY ARE AVAILABLE. I'VE BACKUP GOING ON ANY TRIPS FOR TWO YEARS. (BIG BUSINESS RUNS THE WORLD + GETS BY WITH IT!)

What form of relief are you seeking? (E.g., exchange, repair, money back, product delivery, etc.)

TO GET THE AIR BAG MADE FOR MY CAR. HOW LONG DO YOU HAVE TO WAIT!!

READ THE FOLLOWING BEFORE SIGNING BELOW:

- In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless the box below is checked.
- By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

Signature: \_\_\_\_\_



Date: 5-10-2018

Please do not send this complaint to the business complained about.

Please print and send the completed form to the address at the top of this complaint form.

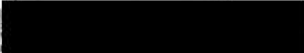
Print Form

Reset Form

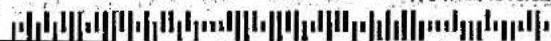


THE LINCOLN MOTOR COMPANY

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



17347/084613/0241



WESTVILLE, IL



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): 3LNHM28T98



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.**

10/20/16

To Whom it may Concern,

We have a problem with our 2008 Lincoln MKZ. No one can help us with, but you!

We received a letter from you in July (soon to be 4 mo ago) that the air bag on the passengers side could result in injury or death. We have ask our Ford dealer to unhook the air bag - but thats against The law. So our car sits in the garage - I Think 4 mo is ample time for you to get our car fixed! Buying a different one is out of the question - We just bought a 2015 Ford Truck a year ago. Ford is all we've ever had since we've been married - 50 yrs now - My husband has had a heart attack & I've had cancer 4 times. I'm not asking for sympathy or special attention. We all here our

problems. I just think you need  
to ~~stop~~ take care of business  
& stop making around with  
us. I am really upset with  
ford right now. I hope you have  
enough respect for your customers  
to help us. I will be waiting  
to hear from you.





L I N C O L N

Call: Kate 888-214-2155 ext 77926

1-800 521-4140

11/5/2016

[REDACTED]  
Westville, IL. [REDACTED]

# 1  
# 5

Lincoln Motor Company

Case # [REDACTED]

Dear [REDACTED]

Thank you for contacting Lincoln Motor Company regarding your vehicle concern. To better assist you, we would like to address this matter with you personally. This will give us the opportunity to ask questions and discuss the concern in further detail.

We have escalated this concern to our Client Care Team. Your sentiments have been documented in our database and we have assigned a case number to your vehicle concern for reference.

Our Client Care Team may have already been in contact with you. If you have not heard from a Client Service Manager upon receipt of this letter, please contact the Lincoln Client Relationship Center. Please provide your case number, located at the top this letter, to the agent that assists you.

The Client Relationship Center can be reached by calling 800-521-4140. Hearing impaired callers with access to a TDD telephone may contact us at 800-232-5952. For your convenience, they are available 24 hours a day, 7 days a week.

Lincoln Motor Company values client feedback and we look forward to working with you on this.

Sincerely,

  
Todd G.

Lincoln Concierge Service Manager  
Lincoln Motor Company



THE LINCOLN MOTOR COMPANY

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



771062859586

D/85413/097730/0204



WESTVILLE, IL

December 2017

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

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

2008 MKZ

Your Vehicle Identification Number (VIN): 3LNHM28T98R

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](http://www.safercar.gov) and [owner.ford.com/Takata](http://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](http://www.Lincolnowner.com) for dealer addresses, maps, and driving instructions.

In re: TK HOLDINGS INC., et al.,  
Debtors

Chapter 11 Case No. [REDACTED]

TK Holdings Inc. Return Mail  
P.O. Box 3004  
Monroe, WI 53566-3004

PRSR STD  
U.S. POSTAGE  
PAID  
PRIME CLERK

**IMPORTANT LEGAL NOTICE FOR OWNERS OF VEHICLES WITH TAKATA  
AIRBAG INFLATORS**

*-- This Notice was authorized by a federal court. Read it carefully.  
Your rights are at stake. --*

**Why have I received this notice?** TK Holdings Inc. and certain of its affiliates listed on the reverse side of this notice (collectively, the "Debtors") have filed chapter 11 bankruptcy cases in the United States. The Debtors are subsidiaries of Takata Corporation, a Japanese corporation engaged in the manufacture and sale of airbag inflators and other automotive components. Takata Corporation and its worldwide affiliates (including the Debtors) are referred to collectively as "Takata." Takata Corporation has filed a bankruptcy proceeding in Japan. This notice relates only to the Debtors located in the U.S. and Mexico.

You have been identified as the current or former registered owner of a vehicle with one or more Takata-manufactured airbag inflators containing phase-stabilized ammonium nitrate propellant ("PSAN Inflators"), which are or may be defective and could rupture, creating a risk of personal injury or death. This notice sets forth the deadline for asserting claims against the Debtors in the U.S. bankruptcy proceedings and provides other important deadlines and information about the chapter 11 cases. **If your vehicle contains a defective or potentially defective airbag inflator and is under recall, contact your nearest dealership immediately to schedule a free repair.**

**Do I have a claim against the Debtors?** You (or, in the case of a wrongful-death claim, the estate you represent) may have claims against the Debtors, including for monetary loss, personal injury, or death (in each case, whether past or future) on account of your current or past ownership of a vehicle containing a PSAN Inflator regardless of whether such PSAN Inflator is subject to a recall or has already been repaired or you have thus far suffered no loss, injury, or death on account of your PSAN Inflator (as such claims may be deemed to have accrued before the Debtors filed for bankruptcy). *To assert a claim, you must file a proof of claim by the deadline and in accordance with the instructions on the reverse side of this notice. If you fail to do so, your claim may be barred and you may receive no recovery.*

**What else should I do?** The Debtors strongly recommend that you:

- Carefully review this notice, including the reverse side, in its entirety.
- Please visit [www.AirbagRecall.com](http://www.AirbagRecall.com) or call 1.888.327.4236 for more information about obtaining free replacement airbags.
- Register your email address at [TKRestructuring.com/PPIC](http://TKRestructuring.com/PPIC). You will receive no further notices in the chapter 11 cases unless you do so and may miss important information.
- Call 833-619-7579 (U.S. toll-free) or 920-238-6810 (international), email [tkppic@primeclerk.com](mailto:tkppic@primeclerk.com), or visit [TKRestructuring.com/PPIC](http://TKRestructuring.com/PPIC) if you have questions.
- Contact an attorney for legal advice concerning the chapter 11 cases.

00293



0063\*\*\*\*\* EGRWSH \*\* C001

21-8-0252870

WESTVILLE, IL [REDACTED]



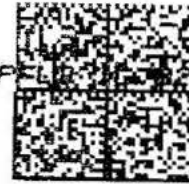
Visit [www.AirbagRecall.com](http://www.AirbagRecall.com) to see if you're at risk of injury or death, or call 1.888.327.4236 for more information about the safety of your vehicle.

**LISA MADIGAN**

ATTORNEY GENERAL  
STATE OF ILLINOIS  
500 South Second Street  
Springfield, IL 62701-1705



\*\*06-13-18 SPFL



Haster

0161126506516

\$00.408

06/12/2018

Mailed From 62701

US POSTAGE

NHTSA  
400 7th Street, SW Room 5232  
Washington, DC  
20590

4 EMGVHAB 20590

