



U.S. Department of Transportation
National Highway Traffic Safety Administration

**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 08-AUG-2018 OCT 15 2018	Repository <input type="checkbox"/>
	Reference No. 11118479

Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MARKS State MS Zip Code [REDACTED]

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 3LNHM26T57R [REDACTED]	Make LINCOLN	Model MKZ	Model Year 2007
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-JUN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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 (HALLMARK FORD, 921 MISSISSIPPI 6, BATESVILLE, MS 38606, (662) 563-7684) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THE PARTS WERE BEING SHIPPED TO THE DEALERS. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS 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.



HALLMARK FORD

921 HWY 6 WEST
 P.O. BOX 839
 BATESVILLE, MS 38606
 (662) 563-7684
 FAX (662) 563-0648



CUSTOMER NO. [REDACTED]	BETSY	184	TAG NO.	INV 08/17/18	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 50,406	FAN/	STOCK NO.
MARKS, MS	07/LINCOLN/LINCOLN			DELIVERY DATE	DELIVERY MILES
	3ELENH M 2 6 T 5 7 R [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. 08/10/18		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR-----

D# 1 51F0Z17	BODY ELECT RECALL	TECH(S):183 196	WARRANTY
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HAS RECALL 16S26 - PASSENGER AIR BAG
 VERIFIED CONCERN
 REMOVED AND REPLACED PASSENGER AIR BAG PER RECALL

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1	7H6Z-54044A74-AD	MODULE	
-1	7H6Z-54044A74-AD	CORE RETURN	
			TOTAL - PARTS

WARRANTY
 WARRANTY
 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX FOCs JOB# 1 TOTAL 0.00

TOTALS-----

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

DISCLAIMER OF WARRANTIES
 "All expressed warranties, if any, by a manufacturer or supplier are theirs, not the dealers, unless otherwise provided in writing and furnished to the buyer by the dealer. Mississippi's implied warranty law may give the buyer additional rights."

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE
 Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state, and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 11:11am

**THANK YOU
 FOR
 YOUR
 BUSINESS**