

[REDACTED]

[REDACTED]

-----Original Message-----

[REDACTED]

Sent: Friday, November 16, 2018 10:30 AM

To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>

Subject: Reference 11143842

Here is an update.

Thank you!

[REDACTED]



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

29-OCT-2018

Repository ☐

Reference No.
11143842

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City PAINESVILLE

State OH

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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

3LN6L5F91HF [REDACTED]

Make
LINCOLN

Model
MKZ

Model Year
2017

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

☐ Cruise Control

01-JUN-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 176100 LATCHES/LOCKS/LINKAGES: HOOD: LATCH

Failure Mileage
15000

Failure Speed

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: DOTMAL9ABC036)

☐ 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 2017 LINCOLN MKZ. THE CONTACT STATED THAT WHILE DRIVING VARIOUS SPEEDS, THE HOOD AJAR WARNING LIGHT ILLUMINATED. THE CONTACT PULLED TO THE SIDE OF THE ROAD SEVERAL TIMES SINCE JUNE OF 2018 TO CHECK IF THE HOOD OF THE VEHICLE WAS OPEN AND/OR UNLATCHED. THE CONTACT STATED THAT THE HOOD WAS NOT OPEN OR UNLATCHED SEEMINGLY. IN ADDITION, THE CONTACT STATED THAT THE FAILURE WAS INTERMITTENT. CLASSIC FORD LINCOLN (8540 TYLER BLVD, MENTOR, OHIO 44060 (440) 266-3000) WAS MADE AWARE OF THE FAILURE BUT THE FAILURE WAS NOT DIAGNOSED OR REPAIRED. THE DEALER WAS MADE AWARE OF THE REOCCURRENCE TWICE BUT COULD NOT DUPLICATE THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND REFERRED THE CONTACT TO ANOTHER DEALER. THE FAILURE MILEAGE WAS APPROXIMATELY 15,000.

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 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.