INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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: 07-NOV-2018 FEB 0 4 2019	Repository ☐
	Reference No. 11149835

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City PITTSBURGH	State PA	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	Make	Model	Model Year
1LNHM94R49G[redacted]	LINCOLN	MKS	2009

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code	6	GAS

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 15-OCT-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage	Failure Speed
	90000	60

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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2009 LINCOLN MKS. WHILE DRIVING APPROXIMATELY 60 MPH, THE GEAR SHIFT LEVER MOVED FROM AUTO TO AUTO/MANUAL MODE INDEPENDENTLY. WOLTZ & WIND FORD (LOCATED AT 2100 WASHINGTON PIKE, CARNEGIE, PA 15106, (866) 384-2889) WAS CONTACTED AND A DIAGNOSTIC APPOINTMENT WAS SCHEDULED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT STATED THAT THE FAILURE RECURRED THREE TIMES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 90,000.

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.

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

Gear shifted to low by itself at three different times for me & two times for my son. It was very frightening especially when I was going 65 mph on a highway. Diagnostic check showed no incidence.

[redacted]

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

Official Business
Penalty for Private Use $300

PITTSBURGH
PA 150
08 DEC '18
PM 1 L

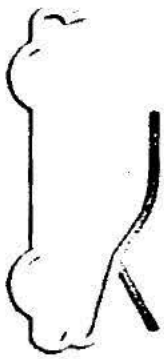
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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

Think your vehicle has 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

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

WOLTZ & WIND FORD

Pittsburgh's Award-Winning Ford Dealership

Established 1979

FORD SERVICE

2100 WASHINGTON PIKE (RT. 50) • HEIDELBERG, PA 15106
PHONE: 412-279-4551 • FAX: 412-279-8226

WoltzWindFord.com

(CHECK (✓) APPROPRIATE BOX)

☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT
$ PARTS	$ LABOR	$ TOTAL

Authorized Signature and Date

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Adv: 382 DANIELLE ANTOSZEWSKI	Tag 0998	License [redacted]	1LNHM94R4 9G[redacted]	Page 1 (Last)	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted] PITTSBURGH, PA [redacted] [redacted] Home: [redacted] Cell: [redacted]	[redacted] PITTSBURGH, PA [redacted] [redacted] Home: [redacted] Cell: [redacted]

For Office Use			Vehicle Information	
Odometer in: 90811 Out: 90815		Dist: FMC CUS C Prelim	09 LINCOLN MKS AWD 4DR SDN	
Begin: 11/29/18	Done: 11/29/18	Invoiced: 11/29/18 11:42 DM		Production: 08/11/08

Customer Concern

Concern 51 Correction Type: C	CUSTOMER STATES GEAR SHIFT WILL SWITCH OVER TO MANUAL AND DROP TO LOW GEAR DIAG ROAD TEST HIGHWAY & TOWN DRIVING COULD NOT DUPLICATE CONCERN SCANNED FOR CODES NONE FOUND SEARCHED FORD FOR TSB / SSM NONE FOUND RELEASED VEHICLE BACK TO CUSTOMER	Operation DIAG TOTAL CHARGE FOR CONCERN	Tech 397	Amount 100.00 100.00
Concern 52 Correction Type: C	C/S DASH GEAR INDICATOR STOPPED WORKING CONDITION DESCRIBED IS OPERATIONAL CHARACTERISTIC OF THIS VEHICLE - WHEN IN PARK AND GOING TO SHIFT ANY GEAR AS SOON AS YOU PINCH SHIFTER GEAR SELECTOR GOES AWAY UNTIL RELEASED OR PUT IN GEAR	Operation NO TOTAL CHARGE FOR CONCERN	Tech 397	Amount 0.00 0.00

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
SERVICE-HISTORY ADM	0.25	$$$$$ CASH TO BE PAID $$$$$	107.25
LAB-MECHANICAL	100.00		
SUB-TOTAL	100.25	CASH DUE	107.25
PA SALES TAX	7.00		
$$$$$ CASH TO BE PAID $$$$$	107.25		

If you have any questions - please see DANIELLE ANTOSZEWSKI

PA [illegible]
Woltz & [illegible]
☐ Chec[illegible]

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X _____
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

The Reynolds and Reynolds Company (CC724121 O (03/15)

UCS©2004

ACCOUTNING

WOLTZ WIND FORD
2100 WASHINGTON PIKE
HEIDELBERG, PA 15106

11/29/2018 18:39:25

CREDIT CARD

VISA SALE

Card #	XXXXXXXXXXX[redacted]
Network:	VISA
Chip Card:	CHASE VISA
AID:	A0000000031010
ATC:	005A
ARQC:	4B11D84BB83C5425
SEQ #:	6
Batch #:	[redacted]
INVOICE	
Approval Code:	07752C
Entry Method:	Chip Read
Mode:	Issuer

SALE AMOUNT $107.25

CUSTOMER COPY