

NEF-010

DEC 04 2018

11-15-2-19

CL-11161570-5308

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Dear Sir:

I own a beautiful, well kept 2007 MKZ Vin 3LNHM 28T47R [REDACTED] with 80,000 miles on it. I have waited over 1 year to have unsafe airbags installed by White Bear Lincoln where I have my car serviced.

I was notified the airbag was available. While I waited to have it installed, Jeanne, the Service manager said that the mechanic had stripped the bolt on the decorative 3 ½ by 19 ½ bar under the airbag. She said I could wait and have airbag installed when they get the decorative piece or just have airbag installed with large 3 ½ inch by 19 ½ inch hole with insulation showing. I said I would wait and have it all done at once. This was August 2018. It is now November and no part found for decorative piece. I called Lincoln Customer service and we had 3 way conversation with Jeanne at White Bear Lincoln. She was asked by Karen from Customer Service if she had looked for piece at restoration parts, salvage parts and Jeanne said yes. Yet she did not know the size of decorative piece stating 3 by 23 inches, did not know part number or model. How could she have checked? Karen turned it over to Dante at Lincoln customer service and after speaking with him, he was no help.

Please help me. I am driving an unsafe car—can not have passengers in front seat.

Their mechanic stripped the part and will only leave me with large hole on dash

AE  
12.11.18  
CH

22

If I get the airbag installed . Not only did Ford Lincoln install unsafe airbag but does not have part to replace the decorative part Lincoln mechanic broke.

My car is like new inside and out. I take excellent care of it. I do not want a damaged dash or unsafe airbag, I can not sell it in this condition or have passengers in front seat due to defective airbag. It is a time bomb waiting to go off being an older model with defective airbag. No one is locating the decorative part that the mechanic broke that covers 3 ½ inch by 19 ½ inch hole that would be there.

I have always trusted Ford products before . I am so disappointed In their response.

I have contacted the Better Business Bureau ; Attorney General of Minnesota File No: PCM/2018/5316016/C; Lincoln Customer Service;

I am also sending a copy of this letter to Federal Trade Commision Commission on recommendation of Minnesota Attorney General. Please help me to get a safe airbag without a damaged dash board. Thank you for any help you can give me.

Sincerely, [REDACTED]

[REDACTED]  
[REDACTED] Minneapolis, Mn. [REDACTED]  
[REDACTED]



MINNEAPOLIS MN 554

35 NOV 2018 PM 7 L



STATION

National Highway Traffic Safety Administration  
1200 New Jersey Ave SE, West Building  
Washington, DC 20590

20590-

