

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11258621-----
Date: Monday, November 25, 2019 4:56:26 PM
Attachments: [11258621.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Monday, November 25, 2019 1:18 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint ----- 11258621-----

[Sent from Yahoo Mail on Android](#)

----- Forwarded Message -----

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>

To: [REDACTED]

Cc: [REDACTED]

Sent: Mon, Nov 25, 2019 at 12:55 PM

Subject: FW: Follow up to ODI Complaint ----- 11258621-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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	Repository <input type="checkbox"/>
27-SEP-2019	Reference No. 11258621

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City GARDEN CITY	State MI	Zip Code

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 1LNHL9FT1DC	Make LINCOLN	Model MKS	Model Year 2013
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-MAR-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)	Failure Mileage 72500	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: DOTMAL9ABC036)	<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* THE CONTACT OWNS A 2013 LINCOLN MKS. WHEN THE VEHICLE WAS STARTED, THE CONTACT HEARD A TAPPING SOUND COMING FROM THE ENGINE. THE NOISE WORSENERED OVER TIME. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT TOOK THE VEHICLE TO HINES PARK LINCOLN (40601 ANN ARBOR RD, PLYMOUTH, MI 48170, (734) 453-2424) WHERE IT WAS DIAGNOSED THAT THE TIMING CHAIN AND OTHER RELATED COMPONENTS NEEDED TO BE REPLACED. THE CONTACT WAS GIVEN AN INITIAL ESTIMATE OF \$1,800; HOWEVER, THE DEALER FORGOT TO CHARGE THE CONTACT FOR AN UNKNOWN PART. THE TOTAL WAS UPDATED TO \$2,300. THE VEHICLE WAS REPAIRED AT THE DEALER. UPON RESEARCHING THE MECHANIC'S NOTES, THE CONTACT DISCOVERED THAT THE MOTOR MOUNT WAS DAMAGED WHILE IT WAS BEING REPAIRED. THE CONTACT WAS NEVER INFORMED OF THE DAMAGE. THE MANUFACTURER WAS INFORMED OF THE FAILURE AND OFFERED A \$500 DISCOUNT FOR THE REPAIR. THE REPRESENTATIVE ALSO RECOMMENDED THAT THE CONTACT FILE A COMPLAINT WITH NHTSA. THE FAILURE MILEAGE WAS APPROXIMATELY 72,500.

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.