

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ---- 11268873-
Date: Monday, December 16, 2019 9:24:27 AM
Attachments: [NHTSA Form 12162019.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Monday, December 16, 2019 9:17 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint ---- 11268873-

Per email see attached



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

16-OCT-2019

Repository ☐

Reference No.
11268873

OWNER INFORMATION (Type or Print)

Name

Address

City

BATON ROUGE

State

LA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 53977 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2LMDJ6JK7DB

Make

LINCOLN

Model

MX

Model Year

2013

Date Purchased

8/2013

Dealer's Name and Telephone Number

Robinson Brothers

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

Baton Rouge

State

LA

Zip Code

70816

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-JUL-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

14000

Failure Speed

50

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)

☐ 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 2013 LINCOLN MKX. WHILE DRIVING 50 MPH, THE VEHICLE DOWNSHIFTED ON ITS OWN. THE VEHICLE WAS COASTED TO THE SIDE OF THE ROAD AND RESTARTED. THE FAILURE ALSO OCCURRED WHILE ACCELERATING FROM A STOP. THE VEHICLE WAS TAKEN TO ROBINSON BROTHERS FORD (11455 AIRLINE HWY, BATON ROUGE, LA 70816, (225) 293-8900) MULTIPLE TIMES, BUT THE FAILURES COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND THE CONTACT WAS WAITING FOR A CALL BACK. THE FAILURE MILEAGE WAS APPROXIMATELY 14,000.

Issue also occurs at lower speeds and also when accelerating when trying to move who stopped on traffic light or stop sign

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.