

OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Additional documents to ODI Complaint 11390668
Date: Tuesday, February 16, 2021 8:14:56 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, February 15, 2021 5:24 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Additional documents to ODI Complaint 11390668

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

See Attached.

[REDACTED]
[REDACTED]
[REDACTED]
Fork Union, VA [REDACTED]
[REDACTED] Cell [REDACTED]
[REDACTED] Cell [REDACTED]

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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-JAN-2021

Repository ☐

Reference No.
11390668

OWNER INFORMATION (Type or Print)

Name

Address

City FORT UNION

State VA

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 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

2LMDJ8JK1DE

Make

LINCOLN

Model

MKX

Model Year

2013

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

☐ Cruise Control

Multiple Failure:

Incident Date(s)

21-JAN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)

Failure Mileage

107000

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: 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. THE CONTACT STATED THAT WHILE DRIVING AND COMING TO A STOP LIGHT, THE BRAKE PEDAL WAS DEPRESSED BUT FAILED TO LOWER, CAUSING THE BRAKING DISTANCE TO BE EXTENDED. AFTER THE VEHICLE CAME TO A STOP, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS RESTARTED. THE VEHICLE WAS TAKEN TO BILL HOOD FORD (1500 N. MORRISON BLVD, HAMMOND, LA 70401) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE POWER BRAKE BOOSTER WAS FAULTY NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 107,000.

The Vehicle was repaired.

My Question is why this vehicle is not included and repairs covered under Ford's customer satisfaction program 13N02 Brake Booster extended warranty Edge/MKX 2010 thru 2013. How is it that the same vehicle with the same issue built in 5/13 is not included? According to the Ford and Lincoln representatives that I spoke with, it was stated that the NHTSA was the group that determined what vehicles were covered. My wife and I were in heavy traffic when this failure occurred, thankfully I was able to stop without hitting the vehicle in front of me. We took the vehicle straight to the dealer. Copy of dealer repair invoice attached.

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.



DEALER CODE
23H148

FORD P & A CODE
06418

HAMMOND
(985) 345-1590



1500 N. MORRISON BLVD.
P.O. BOX 3007
HAMMOND, LA 70404

WATS
(888) 345-1590



Adv: 594 HEATHER PIERCE		Tag	License A	2LMDJ8JK1 DE	Page 1	Invoice
Invoice to				Driver/Owner Information		
FORK UNION, VA Cell: Home:				FORK UNION, VA Cell: Home:		
For Office Use				Vehicle Information		
Odometer in: 107273 Out:		Dist: 1FA CUS C Prelim		13 LINCOLN MKX AWD 4DR SUV		
Begin: 01/27/21	Done: 01/29/21	Invoiced: 01/29/21 15:07 JX		Inservice: 06/27/13	Production: 05/01/13	
Customer Concern						
Concern 50	CUSTOMER STATES PERFORM MULTI POINT INSPECTION			Operation	Tech	Amount
Cause	MPI			99P	505	0.00
Correction	MULTI POINT INSPECTION					
50-1	BRAKES ARE GOOD AT THIS TIME			GBK	505	0.00
50-2	TIRES ARE GOOD AT THIS TIME			GTIRE	505	0.00
50-3	BATTERY OK			GBATT	505	0.00
Comment	BRAKES Tech 505 SPARKS III, ROB			Subtotal		
Type: C	Line Flags: NOS			TOTAL CHARGE FOR CONCERN 0.00		
Concern 51	CUSTOMER STATES THE BRAKE PEDAL IS HARD TO PUSH, AND AT TIMES GOES TO THE FLOOR.			Operation	Tech	Amount
Cause	BRAKE BOOSTER			LAB	505	420.00
Correction	REPLACE BRAKE BOOSTER AND TIGHTEN LINES ON ABS MODULE					
Parts	Part Number	PO#	Note Description	Qty	Sell	
	FMC BA1Z	2005 A	BOOSTER A	1	278.78	278.78
	Tech 505 SPARKS III, ROB			Subtotal		
Type: C				PARTS 278.78		
				LAB-MECHANICAL 420.00		
				TOTAL CHARGE FOR CONCERN 698.78		

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.

X

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED



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Adv: 594 HEATHER PIERCE		Tag [REDACTED] License A	2LMDJ8JK1 DBL34975	Page 2 (Last)	Invoice [REDACTED]																						
Invoice to: [REDACTED]			Driver/Owner [REDACTED]																								
Invoiced: 01/29/21 15:07:47 JX			13 LINCOLN MKX AWD 4DR SUV																								
Summary of charges for Invoice [REDACTED]			Payment Distribution for Invoice [REDACTED]																								
<table><tr><td>PARTS</td><td>278.78</td></tr><tr><td>SUPPLIES</td><td>20.00</td></tr><tr><td>HAZ. WASTE DISPOSAL</td><td>1.50</td></tr><tr><td>LAB-MECHANICAL</td><td>420.00</td></tr><tr><td>SUB-TOTAL</td><td>720.28</td></tr><tr><td>STATE SALES TAX</td><td>31.99</td></tr><tr><td>PARISH SALES TAX</td><td>21.56</td></tr><tr><td>CITY SALES TAX</td><td>14.38</td></tr><tr><td>TOTAL CHARGE</td><td>788.21</td></tr></table>			PARTS	278.78	SUPPLIES	20.00	HAZ. WASTE DISPOSAL	1.50	LAB-MECHANICAL	420.00	SUB-TOTAL	720.28	STATE SALES TAX	31.99	PARISH SALES TAX	21.56	CITY SALES TAX	14.38	TOTAL CHARGE	788.21	<table><tr><td>TOTAL CHARGE</td><td>788.21</td></tr><tr><td>CASH DUE</td><td>788.21</td></tr></table>			TOTAL CHARGE	788.21	CASH DUE	788.21
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CASH DUE	788.21																										
If you have any questions - please see HEATHER PIERCE YOU ARE BEING ASSESSED THIS CHARGE FOR MISCELLANEOUS MATERIALS AND SUPPLIES WHETHER OR NOT SOME OR ALL OF THESE MATERIALS WERE USED IN CONNECTION WITH YOUR REPAIR ORDER.  [REDACTED]																											

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCU-
RATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER.
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CATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

X

I ACKNOWLEDGE RECEIPT OF THE PARTS
AND LABOR LISTED

From: DoNotReply@erac.com
Sent: Friday, January 29, 2021 2:43 PM
To: [REDACTED]
Subject: ENTERPRISE Rental Agreement [REDACTED]



RA #: [REDACTED]
Renter: [REDACTED]

Dates & Times	Location
Pickup Jan 27, 2021 2:16 PM	500 S MORRISON BLVD STE B HAMMOND, LA 70403-3712 9853454100
Return Jan 29, 2021 2:42 PM	500 S MORRISON BLVD STE B HAMMOND, LA 70403-3712 9853454100

Vehicle

Make/Model: CHEV/SPAR

Color: WHITE

Mileage: 68

Fuel Out: 3/4

Fuel In: 7/8

License: [REDACTED]

Unit #: [REDACTED]

Vehicle #: [REDACTED]

Charges	Price/Unit	Total
TIME & DISTANCE 01/27 - 01/29	2.0 @ \$40.99/DAY	\$81.98
AUTOMOBILE RENTAL TAX	3.0000%	\$2.50
VEHICLE LICENSE RECOVERY FEE	2.0 @ \$0.78/DAY	\$1.56
LOUISIANA STATE SALES TAX	4.4500%	\$3.72
PARISH TAX	5.0000%	\$4.18
Total Charges:		\$93.94

Charge To: VISA xxx [REDACTED]

2021-01-29 14:43:46