

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11476300-----
Date: Friday, December 16, 2022 8:18:45 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, December 15, 2022 11:22 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: Follow up to ODI Complaint ----- 11476300-----

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.

Please see attached file.
 Thank you.
 [REDACTED]

-----Original Message-----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
To: [REDACTED]
Sent: Thu, Dec 15, 2022 10:31 am
Subject: FW: Follow up to ODI Complaint ----- 11476300-----

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**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



U.S. Department
of TransportationNational 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

28-JUL-2022

Repository ☐Reference No.
11476300**OWNER INFORMATION (Type or Print)**

Name

Address

City

Arvada

State

CO

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2LMHJ5AT1EMAKE
LINCOLNModel
MKTModel Year
2014

Date Purchased

AUG 4-2014

Dealer's Name and Telephone Number
Sill-TerHar Ford 3034691801Engine:
No: Cylinders

6

Fuel Type:

REGULAR
UNLEADED

Original Owner

☒

Dealer's City Broomfield

STATE
COZIP Code
80020Transmission Type
6 SPEED
AUTOMATIC☒

Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure: YES

Incident Date(s)
04-JUN-201712-12-2022
35-40 MPH**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 060000 ENGINE (PWS)

Failure Mileage
20000.0Failure Speed
65**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: DOTM1 9ABC036)

☐ Original Requirement
☐ 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), 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), 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).

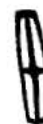
The contact owns a 2014 Lincoln MKT. The contact stated while driving approximately 65 MPH and attempting to overtake another vehicle, the accelerator pedal was depressed; however, the vehicle did not respond. The contact stated that he floored the accelerator pedal however, the vehicle failed to respond. The contact stated that the failure occurred intermittently and at various speeds. The contact stated no warning light was illuminated. The contact had taken the vehicle to a local dealer who diagnosed that there was no mechanical failure with the accelerator pedal. The vehicle had not been repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 20,000.

CAR STILL DOES SAME THING AS RECENTLY AS 3 DAYS
AGO 12-12-2022 AT 35-40 MPH. BOUGHT THIS CAR
NEW. CURRENT ODOMETER READING IS 37916 MILES. THIS
CAR IS IN SHOW ROOM CONDITION

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.



LINCOLN



18 Time Recipient

SILL-TERHAR

MOTORS
INC

190 ALTER ST. & 1480 W. 1ST AVE.
BROOMFIELD, COLORADO 80020
(303) 469-1801
www.sthmotors.com



4-18-19

Adv: ZHT ZAYNE HENRY TATRO		Tag	License	2LMHJ5AT1 E	Page 1	Invoice
Invoice to				Driver/Owner Information		
ARVADA, CO Cell: Home:				ARVADA, CO Cell: Home:		
For Office Use				Vehicle Information		
Odometer in: 25247 Out: 25248		Dist: LIN CUS C Prelim		14 LINCOLN MKT AWD 4DR CROSS		
Done: 04/18/19		Invoiced: 04/18/19 15:20 ZT		Inservice: 08/05/14		Production: 06/25/13
Customer Concern						
Concern 24	PERFORM MULTI-POINT INSPECTION			Operation	Tech Units	Amount
Cause	MPI			99P	113 0.0	
Correction	MULTIPOINT INSPECTION PERFORMED					
24-1	BATTERY TESTED GOOD THIS VISIT HAVE CHECKED AT REGULAR SERVICE INT			GBATT	113 0.0	
24-2	TIRE TREAD AND WEAR IS OK AT THIS TIME			GTIRE	113 0.0	
24-3	BRAKES IN GOOD CONDITION NO ACTION REQUIRED GREATER THAN 6MM			GBK	113 0.0	
Comment	BATTERY TESTED GOOD THIS VISIT HAVE CHECKED AT REGULAR SERVICE INT			TOTAL CHARGE FOR CONCERN 0.00		
Type: C						
Concern 51	***DO NOT WASH OR VAC VEHICLE AT CUSTOMER REQUEST***			Operation	Tech Units	Amount
Cause	***DO NOT WASH OR VAC VEHICLE AT CUSTOMER REQUEST***			NOTE	113 0.0	0.00
Correction	***DO NOT WASH OR VAC VEHICLE AT CUSTOMER REQUEST***			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN 0.00		
Concern 52	C/S WHEN TRYING TO ACCELERATE AND HEAVY THROTTLE IS APPLIED THE VEHICLE SEEMS TO HAVE A LACK OF POWER-(TRIED TO PUNCH IT THROUGH A YELLOW LIGHT AND THERE WAS NO RESPONSE) WAS TOLD IT MAY BE THE THROTTLE POSITION SENSOR			Operation	Tech Units	Amount
Cause	NO PROBLEM FOUND			LABOR	113 1.0	153.00
Correction	HOOK UP TO IDS CK FOR DTCS NONE STORED. PERFORM VISUAL INSPECTION - OK. TEST DRIVE VEHICLE NO CONCERN DUPLICATED. RELEASE VEHICLE.			Subtotal		
Type: C				LAB-MECHANICAL 153.00		
				TOTAL CHARGE FOR CONCERN 153.00		

Ford and Lincoln guarantee service work for 24 months, unlimited miles.
Mazda guarantees service work for 12 months or 12,000 miles.
Ask your advisor about email and text updates now available!

CUST. COPY

Thank You!



LINCOLN



18 Time Recipient

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MOTORS

INC

190 ALTER ST. & 1480 W. 1ST AVE.
BROOMFIELD, COLORADO 80020
(303) 469-1801
www.silhmotors.com



Adv: ZHT ZAYNE HENRY TATRO		Tag	License	2LMHJ5AT1 EB	Page 2 (Last)	Invoice
Invoice to		Driver				
Invoiced: 04/18/19 15:20:49 ZT		14 LINCOLN MKT AND 4DR CROSS				
Concern	33 C/S THERE HAS BEEN MULTIPLE OCCURRENCES WHERE HE TRIES TO ACCELERATE AND THE TRANS DOES NOT KICK DOWN AND ENGINE RPM'S DO NOT INCREASE			Operation	Tech Units	Amount
Cause	RELATED TO DIAGNOSTICS ORIGINAL LINE			INSPECT	113 0.0	0.00
Correction	SEE OTHER			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN 0.00		
Concern	54 C/R LOANER VEHICLE-L3503-(MKC GRAY) 5LMCJ2D97JUL04511			Operation	Tech Units	Amount
Cause	C/R LOANER VEHICLE-L3503-(MKC GRAY) 5LMCJ2D97JUL04511			LOANER	113 0.0	0.00
Correction	PROVIDED LOANER VEHICLE-L3503-(MKC GRAY) 5LMCJ2D97JUL04511			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN 0.00		
Concern	+55 *****PER MVR THIS VEHICLE MUST BE PARKED INSIDE FORD SERVICE DRIVE FOR THIS VISIT WHEN NOT IN A BAY*****			Operation	Tech Units	Amount
Cause	*****PER MVR THIS VEHICLE MUST BE PARKED INSIDE FORD SERVICE DRIVE FOR THIS VISIT WHEN NOT IN A BAY*****			NOTE	113 0.0	0.00
Correction	*****PER MVR THIS VEHICLE MUST BE PARKED INSIDE FORD SERVICE DRIVE FOR THIS VISIT WHEN NOT IN A BAY*****			Subtotal		
Type: C				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice				Payment Distribution for Invoice		
HAZ-MAT DUE		9.50		TOTAL CHARGE		162.50
LAB-MECHANICAL		153.00		AMOUNT DUE		162.50
TOTAL CHARGE		162.50				

If you have any questions - please see ZAYNE HENRY TATRO

SIGNATURE _____

WE APPRECIATE YOUR BUSINESS AT SILL-TERHAR!

Ford and Lincoln guarantee service work for 24 m
Mazda guarantees service work for 12 month
Ask your advisor about email and text upd.

4-14-19 No Power
4-30-19 No Power-FLOOR BOARDED
6-2-19
8-2-19 FLR BOARDED-No Power
10-31-19 9:30 AM-SAME NO POWER
10-31-19 9:30 PM-FLOOR BOARDED
Twice ON SAME NO POWER
DAY