

[REDACTED]
DALLAS, TX [REDACTED]

August 14, 2023

NHTSB
1200 New Jersey Ave., SE
Washington, D.C. 20590

RE: Takata/NHSTA
VIN: 3LNHM26T27R [REDACTED]
2007 Lincoln MKZ

Dear NHSTA,

Is my recalled Takata air bag safe? I don't know.

In December, 2022, I purchased a 2007 Lincoln from the estate of an acquaintance in Fort Worth, Texas. Subsequently, I became aware of the numerous recalls associated with the vehicle. One for the brakes and then later the air bag recalls. The air bag warning light was illuminated thus my journey into finding out about the recalls on the air bag. I took it to the Lincoln dealership (Hooks) in Fort Worth to inquire about the air bag light that was illuminated and was told I had to make an appointment and pay a diagnostic fee to find out. I declined to do that, that day, because I just purchased the car for cash and really didn't have anymore cash to spend.

On Monday, June 26, 2023, I contacted Linda Silva, Concierge Service Manager at Lincoln Client Relationship Center at 1-888-214-2155 ext. 77509 to find out about this car and my options as the new owner. She informed me that there were two recalls currently out:

Recall # 21N11 and Recall # 19K01

She said she researched this vehicle and found out I was indeed included in the recalls and able to participate in the current recalls because the previous owner had in fact taken care of and had the service done with the two previous recalls. I called the dealership where I live in Dallas, Planet Lincoln, 7767 Lemon Ave., Dallas, Texas, 75209, 972-354-5200 to make an appointment to get these items taken care of. I talked with Mike McMillian, Service Manager at 972-430-9305 and was told to bring the car in on June 26, 2023 early morning. On June 28th, I was told the service could involve several hours to perform but I opted to stay.

A little over an hour and a half later, Mike came and said my car was ready. I was a little shocked since I had previously been told about the several hours wait. I asked Mike, what kind of air bag did he replace my old one with, to which he only replied, we did an inspection / check-up and you're good to go. The recall #21N11: a Hydraulic Control Unit one time repair brake pedal repair and valve isolation and air bag inspection was performed. There was no mention of the recall #19K01. I said to Mike that the service didn't take as long as I had been told and he proceeded to hand me an invoice and my keys.

I went to my car outside, started the car and the air bag light was still illuminated. I went back inside to inquire why the light had not been reset, since I had brought the car in for the recalls and the light illumination. Mike asked for the keys, and took my car back to the service bays. He returned in a few moments to tell me that there was nothing he could do and if I would like to pay \$240.00 for a diagnosis he would be glad to take it back in and see what that problem might be. I

asked if you just performed the recall for the air bag and the inspection showed that it was good, then why not reset the light? I was told by Mike that his techs don't work for free and that was all he could do. End of story.

I then called Ms. Silva to discuss the matter with her and to try and get an answer to my question. She replied that she didn't understand my scenario either and that she would reach out to Mike at Planet, talk to him and get back with me.

To date, Ms. Silva and I have never spoken to each other. The only communication has been a couple of e-mails. I have tried to call Ms. Silva, seven (7) times and kept getting a message saying that her Voice Mail was full and not accepting any messages. It offered to transfer me to an operator, only to come back and say there was no one available at this time and then disconnected the call. I sent Ms. Silva an e-mail telling her about the difficulty I was having getting in touch with her. To which she replied the very next day on July 18, 2023, "I am sorry, I have you set for a follow up tomorrow on 7/19". I never heard from her and there has been no call. I left another e-mail telling her about my endeavors trying to reach her and to please call me so we could resolve this issue. To which on Friday July 21, I got her final communication saying, "I was reviewing your case, but we had spoken on that, I am confused on what it is your (sic) looking for in this case??"

Now as of this date, August 14, 2023, we have never talked or reviewed this case including what (if anything) Mike told her. She has never returned a call or e-mail.

My concerns are, is my car safe, has the faulty air-bag been replaced, if so with what kind of air-bag and who did the repair and the date this service was performed. At this writing, I know that the air-bag light is illuminated and that I live in and the car is driven in NHTSA Zone A. Hot and humid areas designated as high priority and that the long term exposure to hot and humid weather exacerbates the air-bags' potential to explode.

I may be currently driving in an air-bag death trap OR the problem has been resolved. I just would like some confirmation. I feel that they are not willing to talk about my experience. Any help you



cc: Linda Silva
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RE: TAKATA AIR BAG