



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



August 19, 2025

[REDACTED]
[REDACTED]
Chicago, IL [REDACTED]

NEF-109 rrr
Ref. No. 11671399

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Lincoln MKZ vehicle. The National Highway Traffic Safety Administration's (NHTSA) mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We understand your concerns regarding why the front air bags did not deploy in the crash. We reviewed our database to identify whether a safety defect trend exists with front air bag non-deployments in MY 2017 Lincoln MKZ vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

A number of factors, other than crash severity, can affect whether an air bag will deploy in a specific crash, e.g., the angle of impact, the speed of the involved vehicles, and the amount of force absorbed by vehicles or objects that are impacted. When provided with all necessary details and particularly after an opportunity to examine the vehicle(s) involved in a crash, an expert in crash reconstruction can provide an educated opinion as to whether the air bag in a vehicle should have deployed in a specific crash. We encourage you work with Ford and your dealer for any additional information regarding the air bag non-deployment.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement