

10108826

Greensboro, NC

11/30/04

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48121

To Whom It May Concern:

On May 28, 2004 I became the proud new owner of a 2004 Lincoln LS - a vehicle I had wanted for several years. My husband tried to discourage me from buying it because he had only heard of problems from previous Ford owners but since I had owned a Mercury Mountaineer for a couple of years and never had a problem I went for it!

Unfortunately I am writing this letter to advise you of a problem I am having with this vehicle. It started on 6/21/04 when my husband and I were on our way home from vacation. Our vehicle started to vibrate and would not accelerate (and we were on the highway)! We noticed that the wrench symbol on the dashboard had come on so we drove the vehicle to Burlington Motors and left it there. We were advised that the problem came from the Electronic Throttle Control and it was reprogrammed.

The problem happened again on 9/29/04, 11/05/04 and 11/15/04 (see attached copies of invoices showing work done). I have been advised by the Lincoln Dealership that this is a problem with all Lincoln LS vehicles because this is the first year the Electronic Throttle Control was installed. They have put a 'revised part/fix' in it that Ford came up with to try and correct the problem.

I feel this is a serious defect. I travel on the highway everyday and I am concerned that this problem may eventually cause me to have an accident.

According to the NC Lemon Law after 4 attempts to repair the same defect the car should either be replaced or we should get a refund.

Please be advised that in the event this happens again I will be looking to Ford for a refund or a replacement vehicle.

If you need to contact me my work # is _____ and my home # is _____

Sincerely,

Enclosure

cc: TruFirst Federal Credit Union

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NAR
028
12/13/04

336-659-1955
Fax 336-659-3550

CREDIT UNION AUTO BUYING SERVICE
2096 Frontis Plaza Blvd., Suite 109
Winston-Salem, N.C. 27103

800-822-0382

SOLD TO

ADDRESS

GREENSBORO

NC

YEAR 2004	MAKE LINCOLN	MODEL LS	NEW OR USED NEW	VEHICLE IDENT. OR SERIAL NO. 1LNHM86544Y
SALESMAN JODI MARION				
NEW LIEN HOLDER:		TRULIANT FCU	P O BOX 26253	WINSTON-SALEM NC 27114
INSURANCE CO.:		STATE FARM		
POLICY NUMBER:		375515809338		
USED CAR TRADED				
YEAR 2002	MAKE MERCURY	MODEL MOUNTAINEER	BODY COLOR GRAY	VEHICLE IDENT. OR SERIAL NO. 4M2ZU86W22UJ23021

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, Credit Union Auto Buying Service, state that the odometer (of the vehicle described below) now reads

(no longer) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of _____ mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING — ODOMETER DISCREPANCY.

TRANSFEROR'S PRINTED NAME (SELLER)

Credit Union Auto Buying Service

TRANSFEROR'S STREET ADDRESS

2096 Frontis Plaza Blvd., Suite 109

CITY STATE ZIP CODE
Winston-Salem, NC, 27103

DATE OF STATEMENT TRANSFEROR'S SIGNATURE (SELLER)

☒ Credit Union Auto Buying Service ☒

☒ 05/28/2004 by _____

PRINTED NAME OF PERSON SIGNING

TRANSFEREE'S PRINTED NAME (BUYER)

CITY STATE ZIP CODE
GREENSBORO NC

RECEIPT OF COPY ACKNOWLEDGED

X

TRANSFEREE'S SIGNATURE — BUYER

DATE

8/2004

X

PRINTED NAME OF PERSON SIGNING

DATE

05/20/2004

CLOISTINE DAY GABETT

DATE 05/28/2004	INVOICE NO.	STOCK NO. 6595H
DESCRIPTION <i>Sale price</i>	SALE 29757.06	
	N/A	
DOCUMENT FEE	199.00	
STATE SALES TAX	430.71	
EXTENDED WARRANTY	195.00	
LICENSE AND TITLE	45.00	
TOTAL CASH PRICE	30626.77	
	N/A	
	N/A	
DEPOSIT	336.90 3875.00	
	N/A	
CASH ON DELIVERY	0.00	
	N/A	
REBATE		
USED CAR ALLOWANCE PAYMENTS	15400.00 25746.13	
TOTAL	37136.00	

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**