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Coral Springs, FL

2005 FEB -1 AM 1:48

Ford Motor Company
16800 Executive Plaza Drive
Dearborn, MI, 48126
Attn: Lincoln Navigator Division

RE: 2004 Lincoln Navigator VIN 5LMFU27R841

Dear Sirs:

I am a previous owner of a 2001 Lincoln Navigator. For three years I drove this vehicle completely satisfied with its performance, comfort and features.

In September of 2004, I traded this vehicle in for a 2004 model referenced above, expecting the same satisfaction. This is not the case. In short, you cannot drive this 2004 model with the windows open. The problem starts with what I can only describe as a pulsating sound at about 35 mph. As the speed increases the noise gets louder, then the vehicle starts to shake and vibrate at 40 mph and higher speeds.

Three visits to my dealer to correct the condition resulted in the answer "This is normal."

If this is a design defect it should be corrected. I do not feel safe driving a vehicle that vibrates and shakes. If the condition cannot be corrected I am compelled to file under the Florida Lemon Law for a replacement vehicle or a refund if such is the case. My 2001 model Navigator never did this.

Copies of my service receipts are available should you need to see them. The following is a list of who tried to service my Navigator:

Hollywood Lincoln Mercury, Hollywood Florida
Invoice # 223303
Margate Lincoln Mercury, Margate Florida
Invoice # 356345
Margate Lincoln Mercury
Invoice # 356272

Should you need copies, please advise. If your engineers need to drive or inspect my Navigator, it is available anytime you want. You can reach me at the above address or by telephone.

I can copy and send the invoices or I can fax them at your convenience. Please provide a fax number if this is what you need.

Yours truly,

cc: NHTSA
400 Seventh Ave
U.S. Dept. of Transportation
Washington, D.C. 20590

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