

3/28/05

2005 APR 20 AM 8:25

Serd Motor Co.

P.O. Box 1805

Dearborn, Michigan 48121

10119217

Dear Sir:

Let me start from the beginning. In February, 2000, I purchased a new 1999 Cougar. This was purchased in New Orleans, Louisiana from "Stivers Lincoln Mercury on Maple Hay Rd.

When we purchased this vehicle the speakers would not work. We had it in about 7 times to have them repaired, and finally gave up. To this day they do not work. We also had it in for many different problems! I will list the dates from receipts and the problems:

6/23/00 - Brake Shoes/Pad assembly - Inspect
5-1 Disc Brake Rotor - Replaced!

12/23/00 Oil Change - Battery & Radio Checked

1/24/01 Instrument Cluster - Removed and Install New
Repair Driver Side Speaker

4/13/01 Replace battery and other repairs
Recall Battery Cable

Recall 01503 Brake Lamp Switch

Jumper Harness - other repairs

7/9/01 3000 mile Service - Change oil
mount and balance 3 tires and
other repairs

over Please

UAC
4/28/05

10/23/01 - oil Change - other Repairs

2/28/02 - 6000 mile Service - Radio problem

Coolant Light replaced

3/25/02 - Speaker Car pulling to the right

12/16/02 - Heating Sound Under Hood - Cause Stuck open

Valve Assembly - TC In Short We Got a Lemon.

Idle air Control Replaced

I would not even be writing you now, but it was the last straw - when we retired and decided to help my mother in Florida with hurricane damage, then proceeded to Texas to help my mother-in-law.

On 1/22/05 we had left my mother and realized on the interstate that we basically had no brakes. This was on a Saturday and no service personnel on duty at the Ford Co in Lakeland, Lake City, Florida. We however, found tire Kingdom #167-2829 W Highway 90 - Lake City, FL. 32055 would help us. We had no idea - the brake light was not illuminated - we were informed that all 4 Rotors and pads needed replaced. This was the tune of \$943.58. Also noted on the receipt is "No Fault codes on Brake System". - Rotors had Severe heat Check. Tom Ready to get a lawyer if this problem is not resolved. I expect a check from you for the repairs. I don't think this is asking too much when it could have ended in death to my husband and I, because of the faulty equipment on the vehicle.

I contacted Scott at Stivers and was told he could not do anything unless I had brought back the brake pads - Now was I to know?

It is ironic that I keep getting advertisements
And money off new Vehicle - Why Would I
Want Another Vehicle that in a new
State - They Couldn't fix.

Also I have receipts and documentation
for the Quotes I have made. The Brake
Pads Cost more because of their Sensors
that are Suppose to alert you of Any
problems.

Now I ask you where is their Justice in
this situation? If I don't hear from
you folks Shortly, you will hear from
my lawyer - This is a promise not a threat!

Johnston, Iowa

P.S. My Vehicle now only has 56,000 miles!

Also, please note I Contacted an individual
at Ford Motor Co, Claudel ID #2570 and
she claims too bad, nothing we can
do. I am forwarding this letter I wrote
to them.