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CHRISTINE GARRETT 1154 PARSONS PLACE, GREENSBORO, NC 27410 # 336-323-6379

May 12, 2005

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

Re: 2004 Lincoln L/S
 Vin # 1LNHM86S44Y [REDACTED]

RECEIVED
 2005 MAY 32 A 11: 22
 ADMINISTRATION
 NHTSA

To Whom It May Concern:

I am writing to request that Ford offer to buy back my 2004 Lincoln L/S. According to the NC Lemon Law the manufacturer must either replace or buy back, at the consumer's option, a vehicle when the same defect has been presented to the manufacturer, or its authorized dealer for repair four or more times without success.

On 11/30/04 I sent Ford a letter advising them of a continuous problem I was having with my Lincoln. I had stated in the letter that if the problem happened again I would be looking to enforce the NC Lemon Law and request a resolution from Ford.

The problem I have been experiencing is with the acceleration of the vehicle. The vehicle stops accelerating, jerks and on several of the occasions has put the vehicle in the 'limp home mode' where you cannot get the vehicle to accelerate over 30 MPH. I have been advised by the dealership that this problem is due to the vehicles Throttle System. I have also been made aware of a Bulletin that was sent to all Lincoln Dealers regarding a replacement for the Throttle Body Sensor on all vehicles that were manufactured before 11/29/04 because of all the problems they have had with the Throttle System.

As I stated in my letter on 11/30/04, this problem has occurred on 6/21/04, 09/29/04, 11/05/04, 11/15/04 and most recently 04/22/05. On 4/22/05 I was getting ready to go through an intersection when my vehicle stopped accelerating causing me to creep through the intersection and drive until I could pull the vehicle over. Lucky for me there was no oncoming traffic or I probably would have been hit. I called my husband to tell him of the problem and he proceeded to call Tim Pegram, Service Manager at Gate City Lincoln Mercury. He was advised that they could not look at the vehicle until the following Monday and to bring it in at that time.

Here is a summary of my attempt to have Gate City Lincoln or Ford offer a resolution to this problem.

04/25/05	I called Sherita Jones at Ford's Customer Relationship Center and advised her of the situation with my vehicle. I told her that I would be looking for Ford to offer a replacement vehicle or offer a refund.
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2/1/05
 6/3/05

04/25/05	My husband took the vehicle to the dealership and advised Tim that we would be looking to Ford for a replacement or refund since the problem could not seem to be fixed.
04/26/05	Tim Pegram called my husband and advised that he could not find anything wrong with the vehicle but that one of their engineers would come the following Tuesday to take a look at it.
05/04/05	My husband called Tim to find out the status of our vehicle. Tim told my husband that the engineer came and looked at the vehicle and advised that someone one would be in touch with us in a few days. Tim also told my husband to keep driving the loaner vehicle until we heard something back.
05/06/05	As of this date I have not heard from anyone so I called Ford's Customer Relationship Center to find out the status of our vehicle. The lady told me that she could not help me and that I would need to contact my dealer.
	I called Tim at dealership and he advised me that the Regional Rep should be calling me by the end of the day.
05/09/05	As of this date I still have not heard from anyone so I called Tim again to advise him that the Regional Rep had not called me and I asked him was there anything he could do. He told me that there was nothing he could do to help and advised that I call Ford. Tim also asked me to go ahead and come pick up our vehicle.
	I called Ford's Customer Relationship Center and spoke with Selvina and asked her if she could find out the status on our vehicle. She told me that the dealer would have to help me since it was their Regional Rep that was supposed to be calling me. She suggested if I was not getting any help from the Service Manager to call and speak with the General Manager or Customer Relationship Manager.
	By this time you can <i>imagine</i> how FRUSTRATED I am!
	I called the dealership back and spoke with Bruce Bagton who is the General Manager of Gate City Lincoln Mercury. I explained the situation to him and he told me that when I came to pick up my car someone would have a status update for me.
	Shortly after my phone calls with all of the above I received a call from Lisa Woy who is the Regional Rep/Zone Manager for Gate City Lincoln. She advised me that Ford would not be willing to offer a replacement or refund since the service department and engineer could not actually duplicate the problem after test driving the vehicle. She suggested that I call back and speak with Bruce Bagton, General Manager and ask him if he would be willing to offer a trade for my vehicle where there would be no additional cost to me.
	I called Bruce and asked him if he would be willing to offer a trade as mentioned above by Lisa Woy. He told me that I must have misunderstood what Lisa said because there was no way he could offer me a trade without additional money being due from me.

I am very unhappy with the service I have received from Gate City Lincoln Mercury and Ford and unless this matter is resolved this will be the last Ford that anyone in my family will own. I am currently 4 ½ months pregnant, I commute on the highway 60 miles a day to and from work and feel that I am driving a vehicle that is not safe to drive. I have been blessed up to this point that out of the 5 times this has happened – I have not been in an accident. Driving on the highway when the speed limit is 65 MPH and your vehicle immediately stops accelerating over 30 MPH is a scary and dangerous situation to be in!

This is my final attempt to request a resolution from Ford. My next step will be to hire an attorney and take this matter to court.

Please contact me at your earliest convenience regarding this matter. I can be reached at [REDACTED] (cell).

Sincerely,

[REDACTED]

Enclosure

cc: Truliant Federal Credit Union
National Highway Traffic Safety Administration
NC Attorney General – Roy Cooper
Gate City Lincoln Mercury

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).