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Holtsville, NY

December 2, 2005

Consumer Assistance Center
Ford Motor Company
300 Renaissance Center
P.O. Box 43360
Detroit, MI 48243

REF: 2004 Lincoln LS VIN No. 1LNHM8

To Whom it May Concern:

On July 27, 2004 I became the proud new owner of a 2004 Lincoln LS V8 Sport, a vehicle I have been fond of for some time. My wife and I decided to purchase the vehicle because of our loyalty to Ford products. We have owned a 1988 Ford Tempo, 1988 Ford Thunderbird Turbo-Coupe, 1991 Mustang LX, 1994 Ford Thunderbird, 1999 Mercury Sable and a 2001 Mercury Villager Estate. With the history of our purchases, we believed we were stepping up to luxury by purchasing our first Lincoln.

Unfortunately, I am writing this letter to advise you of a problem we are experiencing with this vehicle. It began with my first routine service (5,000 mile), when I first recognized a transmission problem and brought it to my local Lincoln Dealership (Neil Lincoln-Mercury) (REF: Service Invoice No. LICS185533). The trouble was reported as, "CUST STS SEVERAL TIMES WHEN COMING TO A STOP VEHICLE BUCKED. ALSO WHEN ACCEL FROM STOP POSITION". After a day in the shop, I returned for my vehicle and to my surprise the diagnosis was, "NO PROBLEM FOUND @ THIS TIME". I continued to drive the vehicle but began experiencing an uncomfortable ride, erratic shifting, harsh engagement when shifted to reverse and hard bucking when bringing the vehicle to a stop or starting from a standstill. The next time I brought the vehicle in to Neil Lincoln for my 10,000 mile service; I stated the same concerns and was told by the Service Manager, Mr. John Calicchio, "*the vehicle rides like a sports car*". Hence, the Model: Lincoln LS V8 Sport. I was told that there was nothing wrong with the vehicle. Unfortunately, my trouble was not cited on the service invoice (REF: Service Invoice No. LICS188541). I told Mr. Calicchio that I was concerned with my safety due to the way the vehicle bucked when I tried to come to a stop at a traffic signal or stop sign. He proceeded to tell me that, "*the vehicle hadn't even been broken in yet*".

In January 2005, we received a notification in the mail from Ford Motor Company for Customer Satisfaction Program 04B22 (REF: Frank Ligon, Director of Service Engineering Operations Announcement Letter) which stated that our vehicle, "...was filled at the assembly plant with a transmission fluid formulation that, over time, may cause delayed and harsh reverse transmission engagements...". I was prepared to bring the vehicle in right away, thinking our trouble would finally be resolved. But a peculiar thing began happening to the vehicle at the same time that I was going to bring the vehicle back the Neil Lincoln-Mercury. On January 2, 2005 the vehicle went into limp mode. The vehicle nearly stalled at an intersection and it would hardly accelerate above 30 mph. I noticed that an error appeared on the dashboard; ETC

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FAILSAFE MODE. What could it be? Was the transmission failing? What does ETC mean? I immediately checked my Owners Manual to learn that it was a limp mode to protect the vehicle, and if it couldn't be cleared and persisted to stay illuminated, the vehicle must be brought in for service. Now, I was forced to take more time off from work to bring the vehicle in for repair. I spoke with Mr. Calicchio again, and this time he reassured me the error message had nothing to do with the fluid recall notification, but rather a computer related update was required.(REF: Service Invoice No. LICS189190). I explained to him that I had nearly stalled at a major intersection and that I could have had a serious accident. I provided him my copy of the Customer Satisfaction Program 04B22 letter and asked him to address the transmission additive.

I drove the vehicle for a couple more months, when I had enough with the erratic behavior of the transmission. The transmission was shifting improperly on the highway, still bucking at stops and starts and always shifted hard when put in reverse. I brought the vehicle in and spoke with Mr. Calicchio again. This time I had received another notification in the mail that Ford Motor Company records indicated that our vehicle did not receive service for the Customer Satisfaction Program 04B22 (REF: Extension Letter) . I stated to Mr Calicchio that I was very disappointed that he had not performed this very important work that is documented in Ford's records. I also told him that I had purchased a Lincoln for its reliability, luxury and safety, and that I did not expect to have it in the shop every couple of months. I explained to him that I wanted Lincoln to perform whatever diagnostic checks and road testing until they found the problem and that I would not accept the vehicle back until the defect was found. There were several other items that also needed to be addressed (i.e. Headliner was falling, the steering was squeaking and the Cabin Filter Light stayed illuminated). Mr. Calicchio assured me he would do whatever it took to find the problem and he provided me with a Loaner Car from the local Enterprise Rental Dealer for the next few days. The dealership documented the same complaint, but this time proceeded to change Valve Bodies and Solenoid Packs, and they also included the 04B22 Transmission Additive (REF: Service Invoice No. LICS191667). I was both pleased and amazed at the difference in service I received and hoped that this was the end to my visits to the service department for this problem.

Again, I drove the vehicle for a few weeks and for the first time in over six months, the vehicle seemed to be operating properly. But over the next few months the vehicle began to act up again. I called the Customer Relations Center on Monday, April 25, 2005 and spoke to a Service Representative named Sherita Jones. I explained all of the difficulty I was having with my vehicle up to that point and that the vehicle was still acting up. I asked if Ford would allow me to trade the vehicle in for an identical vehicle. She explained that Ford would not consider replacing the vehicle without several attempts to find the problem and repair the vehicle. She suggested that I bring the vehicle to the Dealership that I originally bought the vehicle and discuss the matter with their service department.

Subsequently, I learned from a co-worker that his friend, Douglas Fenning was a Certified Technician at the Smithtown Lincoln Dealership where I purchased the vehicle. I decided to make an appointment to have Smithtown Lincoln-Mercury's Service Department work on my

vehicle. At first, my vehicle was refused for service. The service manager told me that the previous service details that I explained to him were not entered in the Ford Master Database that all Ford, Lincoln and Mercury dealerships access. I was told that Smithtown Lincoln-Mercury could not work on my vehicle if there was a pending issue in the system for the same trouble. I had to provide Smithtown Lincoln-Mercury with a copy of my past service invoice (REF: Service Invoice No. LICS191667) described above, before any work would be performed. Subsequently, I received another notification in the mail from Ford Motor Company that the records still indicated that our vehicle had not received service for Customer Satisfaction Program 04B22. I explained this to the Smithtown Lincoln Service Manager and Technician and was told that, *"the records probably haven't caught up in the database yet"*. At this service interval, I also requested that the suspension be investigated because the car felt excessively soft. The dealership provided me with a loaner car for several days. I had a number of conversations with the service manager and technicians about what I experienced. They told me they were having trouble duplicating the same things I complained about. A few days later I was told to pick up my vehicle; the diagnosis was the vehicle, **"OPERATES AS DESIGNED"** and, **"FOUND NO FAULTS"** (REF: Service Invoice No. LICS60651).

I had several discussions with Mr. Fenning who explained to me that he owned an LS and that it is a rougher ride than most people expect to get from a luxury car. He told me that the computer starts to control the cars functions based upon a driver's driving habits. He told me that he cleared the PCM and told me to give the car the opportunity to relearn my driving habits. I felt a little better hearing it from a close friend of someone I work with.

For a few weeks, the vehicle performed better and had a smoother ride since my visit to the Smithtown Dealership, but recently, the vehicle has gone back to its old ways. What's worse, I am experiencing additional problems. The vehicle hesitates when accelerating, and when removing pressure from the accelerator to coast, the vehicle jerks. The headliner over the Third Brake Light has fallen again and now the In-Dash 6-CD player is not operating properly. This vehicle has a defect that two Lincoln Service Departments could not rectify. I am very disappointed with the details of the service provided, from missing the Customer Satisfaction Program 04B22, to providing new transmission parts and additives, to a Limp Mode in the middle of a busy intersection. If the vehicle would have been properly inspected during my first service visit, and my concerns taken more seriously, I might not be writing this letter.

The vehicle still shifts erratically, shifts hard when placed in reverse, bucks at stops and starts and at times is not responsive. On November 28, 2005 I was parked between two cars on a city street with plenty of room to exit out of my space (approximately 3 to 4 ft in front and rear) and upon placing my vehicle into reverse (with my foot placed firmly on the brake pedal), the vehicle shifted abruptly and hit the parked vehicle behind me. Fortunately, there was no damage to the other vehicle and I was not injured. However, my vehicle now has several scratches and there indentations in my rear bumper from the other vehicles license plate and bumper.

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Lemon Law - Lincoln LS

I do not believe this vehicle can be repaired and the transmission additive (Customer Satisfaction Program 04B22) is not the solution. I have made enough attempts to have the vehicle properly serviced and diagnosed by Lincoln (Ford). I believe this is a manufacturing defect (Lemon) and a safety issue. I am growing more concerned that upon expiration of my current warranty, I will be facing very expensive repairs and extended periods of time without my vehicle. At this point in time, I have no recourse but to investigate my rights under the New York State Lemon Law.

According to the New York Lemon Law:

Remedies

The New Car Lemon Law only provides a remedy if:

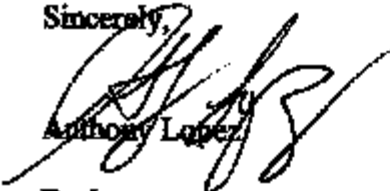
- 1. The dealer has not corrected the same defect after four attempts; or*
- 2. The vehicle is out of service for repair of one or more defects for 30 or more days.*

The usual remedy for a new vehicle "lemon" is a replacement vehicle or refund of the purchase price, plus taxes and fees. If you have leased a lemon, you can obtain a refund of your down payment, plus the total of your lease payments, minus service fees.

Therefore, please be advised that I have brought this defect to the attention of Lincoln immediately after my purchase and have continued to do so over the course of many service intervals (total of 5). I have been sorely inconvenienced with my vehicle requiring attention time and time again. Unfortunately, my only option is to request that Ford Motor Company provide with a replacement vehicle or a full refund, as advised to all consumers under the New York State Lemon Law. Please advise me of the next course of action as soon as possible.

Please contact me at your earliest convenience to discuss this matter. I can be contacted at Work Monday through Friday (718) 961-6634, or any day / time on my Cellular Phone (917) 567-2306.

Sincerely,


Anthony Lopez

Enclosure

CC: Bethpage Federal Credit Union
National Highway Traffic Safety Administration
NYS Attorney General - Eliot Spitzer
Smithtown Lincoln-Mercury
Nell Lincoln-Mercury



Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

January 2005

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: *Update: Supplement Announcement*
Customer Satisfaction Program 04B22 - Supplement #1:
All 2004 and Certain 2005 Model Year Vehicles
Equipped With 5R55S/5R55E/5R44E Transmissions
5R55S/E & 5R44E Transmission Fluid Additive

RE: Customer Satisfaction Program 04B22 dated January 2005
5R55S/E & 5R44E Transmission Fluid Additive

PROGRAM TERMS

This program will be in effect until March 31, 2005 regardless of mileage.

~~REASON~~ REASON FOR THIS SUPPLEMENT

This bulletin is being re-issued to clarify the following points:

Expiration Date:

The original dealer bulletin was published with an expiration date of March 31, 2005 to encourage dealers and customers to have this service performed as soon as possible. The 5R55S/E & 5R44E Transmission Fluid Additive will prevent the delayed/harsh reverse engagements on vehicles that do not yet exhibit this condition. The expiration date of this program will be reassessed early March 2005 and, based on completion rates, may be extended accordingly.

Urgency:

We recommend that dealers repair all of their in-stock vehicles as soon as possible and utilize their FSA VIN list (available 1/12/2005) to contact customers with affected vehicles to help minimize the number of vehicles that may develop a delayed/harsh reverse engagement, which requires a more extensive repair.

Transmission Fluid Additive Availability:

Since the January 4, 2005 program launch, enough material has been shipped to both dealers and Ford Authorized Distributors (FADs) to repair approximately a third of the total affected vehicle population. By Friday, January 21, 2005 additional material is scheduled and order shipments will resume with sufficient weekly shipments thereafter to service 100% of the affected vehicle population by early February 2005.

Ordering Information:

Parts will not be direct shipped for this program. Order your parts requirements through normal Ford order processing channels or through your local Ford Authorized Distributor (FAD). The unit of issue for 4L2Z-19B546-AA is twelve (12) six (6) ounce bottles of 5R55S/E & 5R44E Transmission Additive; e.g., an order for one (1) 4L2Z-19B546-AA equals a case of twelve bottles of additive that will service twelve (12) vehicles.

AFFECTED VEHICLES

All 2004 and certain 2005 model year vehicles equipped with 5R55S, 5R55E, or 5R44E transmissions and built between Job #1 2004 through September 22, 2004.

Vehicle Line	Assembly Plant
Explorer 4 Door	Louisville and St. Louis Assembly Plants
Mountaineer	Louisville and St. Louis Assembly Plants
Explorer Sport Trac	Louisville Assembly Plant
Lincoln Aviator	St. Louis Assembly Plant
Lincoln LS	Wixom Assembly Plant
Thunderbird	Wixom Assembly Plant
Ranger	Edison and Twin Cities Assembly Plants

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information was made available on 01/06/2005.

REASON FOR THIS PROGRAM

The affected vehicles were originally filled with an improperly formulated transmission fluid that, over time, may cause delayed/harsh reverse engagements.

SERVICE ACTION

At no charge to the vehicle owner, dealers are to install one bottle of 5R55S/E & 5R44E Transmission Fluid Additive to each affected vehicle. This will correct the formulation of the transmission fluid and maintain the shift quality of the transmission.

NOTE: It is extremely important that all in-stock vehicles are repaired prior to delivery. This transmission fluid additive will prevent the delayed/harsh reverse engagements on vehicles that do not yet exhibit this condition.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information

Customer Notification Letter

QUESTIONS?

Claims Information: 1-800-423-8851

Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

- Prior Approval
- Warranty Claims Questions
- General Field Service Actions, Questions, or Comments

**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).**



F. M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

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2004 Lincoln LS

Vehicle ID #: 1LNHM8

04B22

June 2005

HOLTSVILLE, NY

Ford Motor Company would like to inform you that the expiration date for Customer Satisfaction Program 04B22 has been extended through December 31, 2005. Our records indicate that your vehicle has not yet been serviced for this issue.

Program Information: Customer Satisfaction Program 04B22: Certain 2004 and 2005 model year vehicles equipped with 5R55S/5R55E/5R44E Transmissions

What is the issue? Your vehicle was filled at the assembly plant with a transmission fluid formulation that, over time, may cause delayed and harsh reverse transmission engagements. Under Customer Satisfaction Program 04B22, and at no charge to you, your dealer will install a transmission fluid additive that will correct the fluid formulation and maintain the shift quality of your transmission. The longer that your vehicle is operated with the original fluid, the greater the possibility that your vehicle will experience transmission shifting concerns in the future.

It is very important to have this service repair completed as soon as possible.

What are we asking you to do? Please call your dealer without delay and schedule a service appointment for Customer Satisfaction Program 04B22. If you do not already have a service log dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps and driving instructions.

Service Assistance: If you have additional questions, please contact the Ford Motor Company or Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

Ford/Mercury call 1-800-392-3673 Lincoln call 1-800-521-4140

For the hearing impaired, call 1-800-232-5952 (TDD)

Office Hours: Monday - Friday: 8 AM - 5 PM (Eastern Time Zone)

If you wish to contact us through the Internet, visit: www.ownerconnection.com

If you have recently had this Customer Satisfaction Program completed at a Ford or Lincoln Mercury dealer, please disregard this notice.

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible. Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon

Frank M. Ligon

Director

Service Engineering Operations

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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).**

DIAGRAM

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TO BE

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SEE DOCUMENT