

Ford Motor Company  
P.O. Box 6248  
Dearborn Michigan, 48126

2008 JUL 30 AM 9:39

July, 17, 2008

Vin#1MEFM42165G [REDACTED]

Subject: Rear brake problems.

I bought a new 2005 Mercury Montego from Ocala Lincoln-Mercury in Ocala, Florida. I complained from the first about the rear brakes "dusting" so badly. It indicated that the rear brakes were excessively wearing in comparison to the front brakes.

On June 20, 2006 I sent a complaint via email to NHTS, office of Defects Investigation. Confirmation (ODI) is: 10160267.

On June 26-28, 2006 Ocala Lincoln Mercury replaced the rear brake pads and turned the rotors. (Document enclosed). This was done under a "good will" PO5.

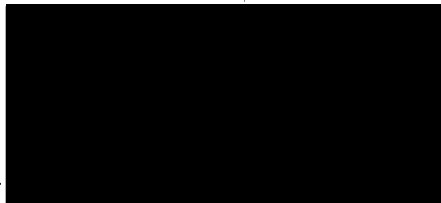
In July 2007 I received a letter from Ford acknowledging the problem with rear brake pads on this model. (Document enclosed).

Yesterday I called Ford Customer Service at 800-392-3673 and asked for an adjustment if I need rear brakes again. They suggested going to my local dealer, have the rear brakes evaluated then have the dealer call them. Because I have 50000 miles on the car and out of warranty they said they will handle it on a "case by case" basis.

Today I went to Key Scales Ford at 1719 Citrus Blvd. Leesburg, Fl. 34748. They inspected the brakes and said I needed new rear brake pads and rotors. Their Service Advisor, Mary Freas called Ford Customer Service and was told they would not make and adjustment on this bill of \$546.38. I paid the bill myself. I also realize I am responsible for the normal wear on this car.

You will note that the rear brake pads were replaced at 22649 miles on June 28, 2006 with the same defective pads that had been put on the car when it was built. One year before the recall. Here I am paying for another set of rear brakes and rotors 27000 miles later. Note that the original front brakes are still good and the original tires. I am 70 years old and drive conservatively.

I am once again asking for some reimbursement on this bill. I continue to buy American when I can. I also expect a fair value for my money. So far the issue of safe brakes have been worrisome on this car. Please respond in writing.



Leesburg, Fl. [REDACTED]

Copy: NHTS  
1200 New Jersey Ave.,SE  
Washington, D.C. 20590

NHTS  
7/30/08  
9:38  
KB



# OCALA LINCOLN-MERCURY

407 SO. MAGNOLIA AVENUE  
TELEPHONE (352) 732-2866  
OCALA, FLORIDA 34474  
MOTOR VEHICLE REPAIR REGISTRATION  
#MV - 01413

**QualityCare**  
at your service

**TS & SERVICE HOURS**  
MONDAY - FRIDAY  
7:30 AM - 5:30 PM

**12 MONTH/12,000 MILE WARRANTY  
ON REPAIRS UNLESS OTHERWISE NOTED**

TERMS: CASH OR CREDIT CARD  
MASTER CARD  
VISA  
AMERICAN EXPRESS

P & A CODE: 11650

**DISCLAIMER OF WARRANTIES**  
SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER  
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY  
OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PUR-  
POSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER  
PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION  
WITH THE SALE OF THE PARTS.

(CHECK <input checked="" type="checkbox"/> APPROPRIATE BOX)			MILEAGE OUT
CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT	
\$	\$	\$	DATE OUT
PARTS	LABOR	TOTAL	

I HEREBY ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) \_\_\_\_\_ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) \_\_\_\_\_

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W36009

[REDACTED]

LEESBURG  
HOME: [REDACTED]  
OCCUPATION: RETIRED  
COMPANY: RETIRED

FOR OFFICE USE

VEHICLE INFORMATION

ADVA 218 FOWLER, B INVOICE: F004 NAR W SB  
VIN: 5B11050 TAX RULES: TWINN INVOICED: 06/28/2006 09155:36  
METER IN: 22649 DIST: IFA  
ISS BEGIN: 06/26/06 DONE: 06/28/06

VIN: 1MEFW421450 LICENSE NUMBER: [REDACTED]  
05 MERCURY MONTEGO PREMIER 4DR SDA IN REG/IMP  
STOCK# 00PT3782  
DATES INSERVICE: 031805 PRODUCTION: 021805 SOLD: 031605

WORK ORDER 51 CHECK REAR BRAKE NOISE  
REASON: REPLACE REAR BRAKE PADS TURN REAR ROTORS, ROAD TEST 505 W/C AS CUST  
HISTORY: OWNER HAS COMPLAINED SINCE BUYING CAR OF PROBLEM  
PART NUMBER P04 NOTE DESCRIPTION QTY SELL  
FMC 5992 2200 B KIT - BRAKE SHOE AND 1  
COND CODE: 42  
PP-501723008

OPERATION TECH AMOUNT  
050407A 153

REPAIR TYPE: 01 VISIT 1 CODES: PROGRAM: P05 WPRY: 1-P05  
ACCUMULATED MILES: 000005

RECALL: P05  
INDICATORS - FRANCHISE: N

PAYMENT DISTRIBUTION FOR INVOICE W36009

IF YOU HAVE ANY QUESTIONS - PLEASE SEE BRIAN A FOWLER  
PLEASE VISIT OUR WEB SITE AT WWW.OCALALINCOLNMERCURY.COM  
EMAIL US AT OCALALMSEARCHLINK.NET  
PLEASE TAKE TIME TO MARK OUR SURVEY "COMPLETELY SATISFIED"

PAGE 1  
LAST PAGE



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



F0088067

0242



July 2007

LEESBURG, FL

2005 Montego

Vehicle ID #: 1MEFM42165G 07N10

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing additional coverage under Customer Satisfaction Program 07N10 to owners of certain 2005 through 2007 Model Year Ford Five Hundred, Freestyle & Mercury Montego FWD & AWD Vehicles.

**What is the reason for this additional coverage program?** In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the rear brake pads to a total of 3 years or 36,000 miles from the warranty start date, whichever occurs first.

Your vehicle may have had direct exposure to moisture for an extended period that may have caused the pads to "swell" and create a slight drag condition. Low levels of brake drag could lead to premature brake pad wear. If your vehicle has already accumulated more than 36,000 miles, this coverage will last until December 31, 2007. Coverage is automatically transferred to subsequent owners. This one-time replacement coverage exceeds the original warranty coverage provisions of your vehicle for this part.

**What will Ford and your dealer do?**

Ford Motor Company has authorized your dealer to replace worn out (less than 3mm of brake lining material remaining) rear brake pads and if necessary, resurface or replace the rear rotors free of charge (parts and labor).

**NOTE:** Brake pad inspection is part of normal maintenance of your vehicle and is not covered as part of this program. If your vehicle is within this extended time and mileage coverage and you experience a brake system symptom or during a normal maintenance inspection (brakes every 15,000 miles or more often, please see your Scheduled Maintenance Guide) your vehicle's rear brake pads are found to have less than 3 millimeters (0.118 inch) of lining material, then Ford Motor Company will cover the cost of replacing the rear brake pads.

**How long will it take?**

If the rear brake pads are worn out and require replacement, the time needed for the repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What are we asking you to do?**

You do not need to return to your dealer for this repair unless you have rear brake pads that have worn out. Please keep this letter as a reminder of the extended warranty coverage for your rear brake pads. If rear brake pads require replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will replace the pads at no charge to you.



1719 CITRUS BLVD.  
 LEESBURG, FLORIDA 34748  
 PHONE (352) 787-3511  
 TOLL FREE (800) 437-9175  
 STATE OF FLORIDA REGISTRATION # MV - 06352



SHOP SALES & SERVICE 24/7 AT WWW.KEYSCALESFORD.COM

SERVICE INVOICE

CUSTOMER NO.	ADVISOR <b>MARILYN FREAS</b>	TAG NO. <b>303</b>	INVOICE DATE <b>07/17/08</b>	INVOICE NO. <b>FOCS51711</b>
LEESBURG, FL	LABOR RATE	LICENSE NO.	MILEAGE <b>50,015</b>	COLOR <b>/</b>
	YEAR / MAKE / MODEL <b>05/MERCURY/MONTEGO/4 DOOR SEDAN</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>1 M E F M 4 2 1 6 5 G</b>			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>07/17/08</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			MO: 50017

**JOB# 1 CHARGES**

LABOR  
 # 1 40F0Z01 BRAKE CONCERN TECH(S): 141 215.87  
 REAR BRAKES ARE MAKING NOISE  
 BRAKE DIAG.  
 REPLACED REAR PADS AND ROTORS  
 TEST DRIVE TO VERIFY REPAIR

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
1	BR-1071	KIT - BRAKE SH 5U2Z	57.81
2	8G1Z-2C026-A	ROTOR ASY - BR	110.98
TOTAL - PARTS			279.77

**JOB# 1 TOTALS**

LABOR	215.87
PARTS	279.77
<b>JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL</b>	<b>495.64</b>

MISC - CODE - DESCRIPTION - CONTROL NO -

JOB # A	A01 SHOP SUPPLIES		15.00
TOTAL - MISC			15.00

COMMENTS: WAIT

TECHNICIAN CERTIFICATION: 141 MATTHEW T BRADLEY 07

TOTALS

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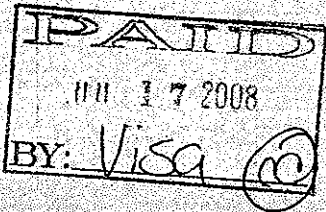
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL LABOR....	215.87
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL PARTS....	279.77
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *	TOTAL SUBLET...	0.00
* DATE PAID CASHIER *	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	15.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	35.74
	<b>TOTAL INVOICE \$</b>	<b>546.38</b>

**ALL PARTS NEW UNLESS OTHERWISE SPECIFIED.**

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

THANK YOU FOR YOUR BUSINESS!!  
 VISIT US ON THE WEB AT KEYSKALESFORD.COM



**STATEMENT OF DISCLAIMER**  
 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

The Reynolds and Reynolds Company EPANTIME COBESSE O (01/08)