



[REDACTED]
Hilton Head Island, S.C.

Phone: [REDACTED]

Fax: [REDACTED]

May 31, 2006

Mr. Al Giombetti
President
Lincoln Mercury
PO Box 6248
Dearborn, MI 48121

Dear Mr. Giombetti,

I am writing regarding the re-call program last year for intake manifolds installed in Lincoln Town Cars. This, as I understand it, was the result of a class action suit brought to court in California that was decided in favor of Lincoln owners.

My wife and I were traveling to Winter Haven, Florida last August to visit her terminally ill sister. The manifold failed in route and it had to be replaced at an out of pocket cost of \$1,220.28. A copy of the paid invoice is enclosed. The repair company was very kind to loan us a vehicle to use at no cost in while our car was being repaired.

We have subsequently been in contact with the local Lincoln Mercury dealer and your Corporate Service office in an effort to recover the cost without any success. We have been told that our car does not qualify for cost recovery due to its' age and mileage. This is very disappointing and difficult to accept as a defective part is a defective part.

Please review this request and let us know whether or not it is possible to be reimbursed. Receipt of a check made payable to [REDACTED] will be sincerely appreciated. Thank you for your consideration.

Sincerely,

[REDACTED]

Cc: Consumer Reports
Rosenthal & Co., LLC

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).