

10169065

Las Vegas, Nevada

August 23, 2006

General Manager
Desert Lincoln-Mercury
5750 W. Sahara Ave.
Las Vegas, NV 89146

Re: 03 Mercury Mountaineer Vno. 4M2ZU86W53Z

Dear Sir:

My wife and I own the above stated vehicle. We purchased it new from your agency on 1/29/04. At the time of purchase we also paid for an extended warranty that is still in effect. We have had various problems since the purchase date. The vehicle has been in your service department several times.

Several problems continue to re-occur. Your agency has yet to correct them. 1. The auto transmission has had a hard clunk sound and the car seems to slide backwards for a short space when shifting into reverse. Now this is happening both forward and backwards. We are fearful that this problem will lead to a greater problem and endanger our lives. 2. The AC blower motor continues to make loud humming sounds in the 25-30 MPH range. 3. Some times when driving along the motor will seem to misfire.

Now we have a new problem with the electrical system. This week, when returning from Utah in the evening, we noticed that we had no dashboard lighting. When we sought to correct this problem with the lighting switch we discovered that we had either headlights or dash lights. If

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9/14/06

Page 2. Desert Lincoln-Mercury

one was working the other did not. We occasionally hear popping sounds while driving that seem to be of an electrical nature.

The auto is timely serviced and the oil changed on a regular basis. We request that you fix these problems. Please call us at [REDACTED] and arrange a time for the repairs. If it will take more than a day then we need a courtesy auto.

Respectfully, 


CC/Executive Offices
Ford Motor Company
16800 Executive Plaza Drive
Mail Drop 3NE-B
Dearborn, MI 48126

Auto Safety Division
NHTSA
U.S. Department of Transportation
Washington, D.C. 20590