

CL-10243077-8091

September 22, 2008

2008 OCT 21 PM 3: 31

To Whom It May Concern:

The reason for this letter is I have taken my 2004 Lincoln Ls into Southland Ford in Ashburn ,Ga on several visits and had some service work performed on it. The first time was on 07/23/2007. the check engine light came on so i tok it in too be checked. Well i was advised that the upstream bank 2 02 sensor was bad well it was fixed along with some other things that was wrong that day well that bill cost me 1285.51. (copy of the bill is included) and if you will notice there was also a coil asy changed and spark plug. well on march 26, 2008 i bought new spark plugs and had them put in well in august 11, 2008 i had a warranty recall sent to me and Southland Ford replaced 4 coil packs and 4 spark plugs. instead of the 8 of each. (Bill included) so i have paid for a coil and spark plugs twice. but from march until august the coil and spark plugs became contained. so they was changed out in aug 2008. i just feel like i should be reimburst some of my money the spark plugs had a 3 year warranty on them.

Well then you got the transmission i had it worked on in Jan 15, 2008. well my transmiion is still not fixed like it should be. I still have problems with it going in reverse and when you do get it in reverese it will catch a knot in youre neck when it goes into drive. and u can be sitting dead stop foot on brake and my car will roll backwards. but everytime i call to have it seen about i get the run around about it. but they wont to charge me all this money but not fix my car like it should be fixed. i have teenagers that drive it and i dont wont them driving it when its in this shape.

i just need to no what iu need to do to get my car fixed or if there is any recall that this stuff is covered under. Please get someone to call me or email me back or send something in the mail to me


sylvester.gaThank you so much
AA
3:32
10/21/08
15



U.S. Department
Of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, S.E.
Washington, D.C. 20590
(Mail Stop #: W 51-TIS/OCIO)

E-Mail: tis@nhtsa.dot.gov
FAX #: (202) 493-2833

Invoice/Request # 08-005166

DATE: 09/11/08

[REDACTED]

Sylvester, GA [REDACTED]

Subject: 2004 Lincoln LS Service Bulletin Numbers

The enclosed material is sent in answer to your recent request for information. There is no XXX charge for this material. If there is a charge, please return the enclosed payment page, along with a check made payable to "United States Treasury," to:

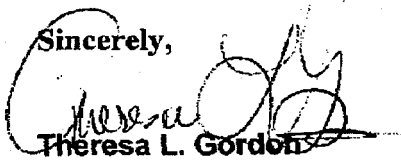
Attn: Sherry Hoffman
DOT/FAA/MMAC
6500 S. MacArthur Blvd., HQ Room 181 (AMZ-300)
Oklahoma City, OK 73169

To ensure proper credit, please write on your check your invoice/request number indicated above. (Note: If you wish to pay by credit card online, please see the information below.) Please pay within 30 days from the date of this invoice to avoid late fees, penalties and interest charges.

Thank you for writing the National Highway Traffic Safety Administration.

ONLINE PAYMENT Using a (Visa/Mastercard/Discover/AmEx/Diner's Club) Credit Card: Go to: www.pay.gov. In the left "Search Public Forms" field, type "NHTSA." Then click: "National Highway Traffic Safety Administration - Technical Info Services Fee." Please type: Your 8-digit Invoice/Request # located above in the *Invoice/Request Number* field; Name on the invoice; and Dollars & Cents for the amount (omit \$ symbol). Then click "Continue," and scroll down to *Option 2* to pay by credit card. A successfully processed transaction will end with a Confirmation notice. (Note: For payment via a bank account, see *Step 1*.) For assistance with the www.pay.gov Web site, click Contact Us under *Help* in the left *Public Resources* menu, or call toll free number (1-800-624-1373 between 6 am-8 pm EST). [Note: If the Web site is unavailable, then please pay promptly by check as instructed above to avoid late fees. Thank you.]

Sincerely,


Theresa L. Gordon

Technical Information Analyst
Technical Information Services



Southland Ford Inc.

Ashburn, GA 31714
 (229) 567-3301

06431		1LNHM87A14Y				07/23/07	
YEAR	MAKE	MODEL	COLOR	SYLVESTER GA		10:19	
2004	LINCOLN	LS	RED			07/26/07	
MAKER IN	MAKER OUT	MAKER VEC	LIN			CHRIS	
70836	70836	00/00/00					

(1) CUSTOMER STATES AC NOT BLOWING COLD AIR
 CHECK AND ADVISE
 FOUND TSB ADDRESSING CONCERN. REPLACE CONTROL
 HEAD AND COOLANT CONTROL VALVE. TEST OPERATION
 OK

Labor	[06]	50	87.50	300.00
YG378	(VALVE ASY)	1		120.00
6W4Z19980B	(CONTROL)	1		410.36
VC7B	(ANTI-FREEZE)	1		12.95
Total Labor			87.50	300.00
Total Parts				543.31
Total Repair (Customer)				843.31

(Tech:06)

(2) CUSTOMER STATES TRAC CONTROL LIGHT COMES ON
 AND PARK BRAKE LIGHT COMES ON CHECK & ADVISE
 VERIFIED CONCERN. PERFORM SERVICE BAY
 DIAGNOSTICS AND PINPOINT TEST AND FOUND SPEED
 SENSOR FAULTY. REPLACE SPEED SENSORS AND ROAD
 TEST TO VERIFY REPAIR. CLEAR CODES AND RETEST
 OK

Labor	[06]	15	26.25	90.00
BRAB164	(SENSOR ASY)	2		83.36
Total Labor			26.25	90.00
Total Parts				83.36

(Tech:06)

Total Repair (Customer) 173.36

(3) CUSTOMER STATES CHECK ENGINE LIGHT IS ON
 CHECK AND ADVISE
 TEST SYSTEM AND FOUND UPSTREAM BANK 2 O2
 SENSOR READING OUT OF SPEC. PINPOINT TEST
 ISOLATE FAULT TO O2 SENSOR. REPLACE O2 SENSOR
 AND CLEAR CODE. ROAD TEST TO VERIFY REPAIR
 RETEST. OK

Labor	[06]	15	26.25	90.00
5C3Z9F472AA	(SENSOR - HEGO)	1		69.95
SP468	(SPARK PLUG)	1		6.24
DG515	(COIL ASY - IG)	1		49.95
Total Labor			26.25	90.00
Total Parts				126.14
Total Repair (Customer)				216.14

(Tech:06)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	80	0	0	80	
Total Labor	480.00	.00	.00	480.00	70.8%
Total Parts	752.81	.00	.00	752.81	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	1232.81	.00	.00	1232.81	(N/A)

273 1625

CUSTOMER		TOTAL		CUSTOMER	
	.00	.00	Labor		480.00
	.00	.00	Parts		752.81
	.00	.00	Sublet		.00
	.00	.00	Warr Deduct		.00
	.00	.00	Shop Supply		.00
	.00	.00	Oil/Grease		.00
	.00	.00	Less Disc.		.00
	.00	.00	Total		1232.81
	.00	.00	Tax		52.70
	.00	.00	Tax2		.00
	.00	.00	Tire Tax		.00
	.00	.00	TOTAL (CASH)		1285.51

Advance Auto Parts

Keep the wheels turning.

Store # 06790
(229) 276-1116
416 EAST 16TH AVE

CORDELE

GA 31015

5/26/2008

12:23:33

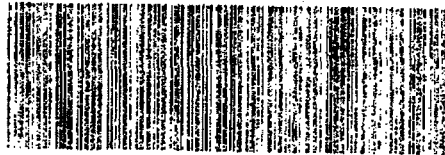
REG 06

Cashier: William J.

ITEM	QTY	PRICE	TOTAL
SPARK PLUG PLATINUM AUT 5394082			
AP3924	8	\$2.78	\$22.24
3 YR REPL			
Sub Total			\$22.24
		7.0000%	\$1.55
Total			\$23.79
Cash			\$23.79

Scan to RETURN items

Z238R1GD4N1K82



Transaction #2405 *

Thank you for shopping at Advance Auto Parts

WARRANTY INFORMATION AVAILABLE AT STORE
RECEIPT REQUIRED FOR RETURNS

Shop Online

or

Join Our Winning Team by applying
at www.advanceautoparts.com

CUSTOMER COPY

Southland Ford Inc.

Ashburn, GA 31714
(229) 567-3301

07158		1LNHM87A14Y				DATE	01/15/08
YEAR	MAKE	MODEL	COLOR	SYLVESTER GA		TIME IN	04:19
2004	LINCOLN	LS	RED			RELEASED	01/25/08
MILE IN	MILE OUT	DATE USE	LOC			VIEWER	CHRIS
82679	82679	00/00/00					

(1) CUSTOMER STATES TRANS SHIFT HARD INTO REVERSE
ERROR MESSAGE ON DASH - CHECK AND ADVISE
FOUND FAULTS IN SOLENOID AND VALVE BODY
CONTAMINATION. REPLACE SOLENOID, VALVE BODY,
TRANS FILTER, REVERSE SERVO AND SEAL. REFILL
FLUID AND ROAD TEST TO VERIFY REPAIR. OK

Labor	[05]	40	58.00	260.00
4L2Z7G391AA	(SOLENOID ASY)	1		265.48
5W4Z7A100A	(CONTROL ASY -)	1		331.26
FT142	(SCREEN ASY)	1		23.16
XT550M	(FLUID - TRANS)	1		27.61
4L2Z7D189AA	(PISTON - LOW-)	1		16.21
2L2Z7423AA	(SEAL)	1		1.50
FUEL	07158		10.00	10.00
Total Labor			58.00	260.00
Total Parts				665.22
Total Sublet			10.00	10.00
Total Repair (Customer)				935.22

(Tech:05)

(2) CUSTOMER STATES NOISE IN BELT -CHECK & ADVISE
REPLACE DRIVE BELT AND IDLER PULLEY
NOISE ELIMINATED

Labor	[05]	10	14.50	65.00
2W9Z8678BA	(KIT - TENSION)	1		24.96
2W9Z8620GB	(V-BELT)	1		37.10
Total Labor			14.50	65.00
Total Parts				62.06
Total Repair (Customer)				127.06

(Tech:05)

(3) CUSTOMER STATES RF POWER WINDOW INOP
CHECK AND ADVISE
TEST SYSTEM AND FOUND RF POWER WINDOW
REGULATOR FAULTY. REPLACE REGULATOR/MOTOR
ASSEMBLY AND VERIFY PROPER OPERATION. OK
(Tech:05)

Labor	[05]	20	29.00	120.00
4W4Z5423208AA	(REGULATOR - W)	1		70.38
Total Labor			29.00	120.00
Total Parts				70.38
Total Repair (Customer)				190.38

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	70	0	0	70	
Total Labor	445.00	.00	.00	445.00	77.24
Total Parts	797.66	.00	.00	797.66	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	10.00	.00	.00	10.00	.0%
Total R/O	1252.66	.00	.00	1252.66	(N/A)

VAC	INT	CUSTOMER
.00	.00	Labor 445.00
.00	.00	Parts 797.66
.00	.00	Sublet 10.00
.00	.00	Warr Deduct .00
.00	.00	Shop Supply 8.90
.00	.00	Oil/Grease .00
.00	.00	Lease Disc. .00
.00	.00	Total 1261.56
.00	.00	Tax 57.16
.00	.00	Tax2 .00
.00	.00	Tire Tax .00
.00	.00	TOTAL (CHRG) 1318.72

Southland Ford Inc.

Ashburn, GA 31714

(229) 567-3301

08079		1LNHM87A14Y		[REDACTED]		08/11/08	
YEAR	MAKE	MODEL	COLOR	[REDACTED]		TIME IN	
2004	LINCOLN	LS	RED	SYLVESTER GA [REDACTED]		07:56	
PLATES IN	PLATES OUT	PREY USE	LC	[REDACTED]		CLOSED	
92801	92801	00/00/00		[REDACTED]		09/04/08	
[REDACTED]				[REDACTED]		OWNER	
[REDACTED]				[REDACTED]		CHRIS	

(1) CUSTOMER STATES TRANSMISSION SHIFTS ROUGH
CONCERN IS CYLINDER MISFIRE
SEE LINE 2
(Tech:05)

Labor [05] .00
Total Repair (Warranty)00

(2) CUSTOMER STATES CHECK ENGINE LIGHT IS ON
CAMPAIGNS 07M07/07N09 MAY APPLY
FOUND WATER CONTAMINATION IN BOTH SIDES
REPLACE AFFECTED COILS, PLUGS, AND COVERS

07N09C [05] 19 27.55 103.46
XW4212025AD (COVER - IGNIT) 1 18.23
5W4254021A46A (SEAL - WIPER) 1 3.89
SP468 (SPARK PLUG) 8 47.68
2W4212029BD (COIL ASY - IG) 8 } 4 419.92
Program Code 07N09
Total Labor 27.55 103.46
Total Parts 489.72
Total Repair (Warranty) 593.18

(Tech:05)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	19	0	19	
Total Labor	.00	103.46	.00	103.46	73.4%
Total Parts	.00	489.72	.00	489.72	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	593.18	.00	593.18	(N/A)

W/C	INT	CUSTOMER
103.46	.00	Labor
489.72	.00	Parts
.00	.00	Sublet
.00	.00	Warr Deduct
.00	.00	Shop Supply
.00	.00	Oil/Grease
.00	.00	Less Disc.
593.18	.00	Total
.00	.00	Tax
.00	.00	Tax2
.00	.00	Tire Tax
593.18	.00	TOTAL (CHRG)

Southland Ford Inc.

Ashburn, GA 31714
(229) 567-3301

NO 08119		VIN 1LNHM87A14Y		DATE OF 08/20/08	
YEAR 2004	MAKE LINCOLN	MODEL LS	COLOR RED	SYLVESTER GA	
PLATE NO 92802	PLATE EXP 92802	FIRST USE 00/00/00	UC	07:28	
REC				08/20/08	
				WRITER CHRIS	

(1) COOLANT LEAK
REPAIR LEAKING THERMOSTAT CONNECTOR

Labor	[05]	15	21.75	97.50
2W9Z8590AB	(SEAL)	1		3.87
3W4Z8546AD	(TUBE - WATER)	1		40.12
VC7B	(ANTI-FREEZE)	1		14.95
96JV8255CB	(GASKET)	2		9.46
2W9Z8575AB	(THERMOSTAT AS)	1		16.14
Total Labor			21.75	97.50
Total Parts				84.54
Total Repair (Customer)				182.04

(Tech: 05)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	15	0	0	15	
Total Labor	97.50	.00	.00	97.50	77.7%
Total Parts	84.54	.00	.00	84.54	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	182.04	.00	.00	182.04	(N/A)

W/C	INT	CUSTOMER
.00	.00	Labor 97.50
.00	.00	Parts 84.54
.00	.00	Sublet .00
.00	.00	Warr Deduct .00
.00	.00	Shop Supply 1.95
.00	.00	Oil/Grease .00
.00	.00	Less Disc. .00
.00	.00	Total 183.99
.00	.00	Tax .00
.00	.00	Tax2 .00
.00	.00	Tire Tax .00
.00	.00	TOTAL (CASH) 183.99