

NVS-200

CL-10244849-4522

Fresh Meadows, New York
September 13, 2008

2008 OCT -7 PM 3:14

2008 OCT -6 P 3:14

Ford Motor Co., Inc.
Assistance Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, Michigan 48126

Dealers I have dealt with:

- 1) Queens Boulevard Lincoln-Mercury, Inc. Service at 92-02 172nd Street, Jamaica, NY
- 2) Baron Lincoln Service
39-20 Utopia Parkway, Flushing (Out of business at this location – moved to Port Washington, NY)

Car Information:

- 3) 04/Lincoln/LS/4DSD
- 4) Current odometer reading 47,100
- 5) ID #1LNHM86574Y
- 6) My phone number is

Please see if you can help me with the problem that I have been experiencing since the fall of 2007. On occasion, the car idled rough when starting. After driving for a few minutes, the emissions light would blink and the car would continue to run rough and hesitate (usually when in intersection, when making turns and when stopping at stop signs and lights). I called Baron Lincoln and made an appointment for service. They said I could still drive the car. Prior to the appointment two days later the car started running well and the emissions light went off. I called and cancelled the appointment.

This happened at least twice again until I got worried and brought the car in for service on December 5, 2007. (See invoice LIC60900). The day I went for service, the light went off and the car was running well. This time I kept the appointment at the Jamaica location which is closer to my house. They tested the car and did a fuel filter replacement and fuel injector service. The car ran well until this Spring when the problem occurred at least another two times, and once again it corrected itself.

The next to the last time, I noticed this happened after a heavy rain. This morning again after a heavy rain, the car had the same problem but cleared up after an hour. My first thought was to call service again, but then I realized that Customer Assistance may have received similar complaints and can pin point the problem,

- 2) TO MY CREDIT CARD
- 3) Current odometer reading 47,100
- 4) 04 LINCOLN LS 4DSD

MC
3:14
10/1/08
AK

rather than the local service dealer doing the same tests without solving the problem. Please note that I always use 93 octane gas, and my car is now out of warranty. Am I covered if need be, since the car was in warranty on 12/5/07, when Lincoln Ford was made aware of the problem? Also, is there a recall or should there be? Please help me resolve this reoccurring problem. I just want to ensure that the car is working safely.

Thank you, in advance, for your assistance in this matter.

Sincerely,

[REDACTED]

[REDACTED]

cc: NHTSA
400 Seventh Street
U.S. Department of Transportation
Washington, D.C. 20590

LINCOLN
mercury



QUEENS BOULEVARD LINCOLN-MERCURY, INC.
dba QUEENS ISUZU dba QUEENS SUZUKI
dba QUEENS BOULEVARD FORD
92-02 172ND ST. • JAMAICA, NY 11433

Sales (718) 657-8888 Service (718) 657-5222 Parts (718) 657-5511



SUZUKI

GEORGE PARKER		INVOICE DATE 12/05/07	INVOICE NO. LIC60900
ADVISOR 90.00	TAG NO.	42-642 GREY/	STOCK NO.
LABOR RATE 04/LINCOLN/LS/4DSD	LICENSE NO.	DELIVERY DATE	DELIVERY MILES
YEAR / MAKE / MODEL 1 L N H M 8 6 S 7 4 Y	VEHICLE I.D. NO.	DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 12/05/07	REPRINT# 1
FRESH MEADOWS, NY		MO: 42643	

LABOR & PARTS
JOB # 1 06LIZZENG LIGHT ENGINE LIGHT ON HOURS: TECH(S):121262

CUSTOMER STATES CHECK ENGINE LIGHT ON.
& OFF FLASHES, FEELS ROUGH & ACCELERATION IS POOR
CHECK & FOUND NO ENGINE LIGHT ON AT THIS TIME
RAN COMPUTER TEST NO CODES IN THE SYSTEM
ROAD TESTED CAR & COULD NOT DUPLICATE CONCERN.

THESE REPAIRS ARE COVERED
BY A LIMITED WARRANTY.
LABOR & PARTS 12 MONTHS OR
12,000 MILES WHICHEVER
OCCURS FIRST.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS
JOB # 1 TOTAL LABOR & PARTS

J# 2 05LIZ EXHAUST/EMISSION HOURS: TECH(S):121262
CUSTOMER STATES IS GETTING A SULFUR SMELL
CHECK FOR ANY SMELL DID NOTICE
& RECOMMENED FUEL FILTER REPLACEMENT
& FUELM. INJECTOR SERVICING
ALSO RECOMMEND DIFF SERVICING
CUSTOMER OK TO FUEL SYSTEM CLEANING
INSTALL NEW FUEL FILTER & CLEAN OUT
FUEL INJECTORS & FUEL LINES.

ANY WARRANTIES ON THE
PRODUCTS SOLD HEREBY ARE
THOSE MADE BY THE MANU-
FACTURER. THE SELLER HEREBY
EXPRESSLY DISCLAIMS ALL WAR-
RANTIES EITHER EXPRESSED 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 SAID PRODUCTS.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 1 FG-1083 FILTER ASY - F 22.62
JOB # 2 1 PM-5 CLEANER - FUEL 5.78
JOB # 2 TOTAL PARTS 28.40
JOB # 2 TOTAL LABOR & PARTS 163.40

22.62
5.78
28.40 CUSTOMER SIGNATURE

COMMENTS-----
TOTALS-----

TOTAL LABOR.... 135.00
TOTAL PARTS.... 28.40
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 13.69

TOTAL INVOICE \$ 177.09

CUSTOMER SIGNATURE

*Paid
m/c*