

October 23, 2012

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

To: National Highway Traffic Safety Administration
1200 New Jersey Ave. SE, West Bldg.
Washington D.C. 20590

NOV 13 2012

From:

Seven Hills, Ohio

To Whom It May Concern:

Consumers Union suggested that I forward my written complaints outlining my dissatisfaction with Ford Motor to your organization.

Attached is my first letter to Ford Motor on September 2, 2102 explaining my problem with the wheel rims on my 2006 Lincoln Zephyr. Also attached is the September 21, 2012 form response letter that I received from Ford as well my October 8, 2012 letter to Consumers Union. I am also attaching pictures of the defective wheel rims.

As I proposed in my letter to Consumers Union the problem with the wheel rims is an inherent problem that Ford continues to ignore. I suggest that a loss of 10 to 20 pounds of air a week, caused by defective wheel rims could be a safety issue, and instead of a recall. Ford continues to distribute the defective wheel rims.

I thank you for looking into this matter for me.

Sincerely,

attachments

HC
11-16-12
AND

September 2, 2012

To: Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

From: [REDACTED]

Seven Hills, Ohio [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Attn: Customer Service

RE: Complaint Reference Number 1351252332;
2006 Lincoln Zephyr VIN: 3LNHM26146R [REDACTED]
Chrome Wheels

Dear Customer Service:

I am the owner of a 2006 Lincoln Zephyr with approximately 77,000 miles. I originally leased and later purchased the vehicle from Nick Mayer Lincoln Mercury.

For the last year-and-a-half, I had been losing air in at least one of my tires. Approximately six months ago, I noticed I had been losing air in three tires. An independent dealer told me that the loss of air was due to corrosion and chrome flaking off the wheel rim. He recommended that I replace all four of the wheel rims. Because of the high cost of the wheels rims, I decided to monitor the air loss and add air as needed. Over the last few months, in three of the tires, I began losing between 10-20 pounds of air over a 4 or 5 day period. The other tire maintained air pressure. With winter approaching and in need of my third set of new tires, I knew I would need to finally replace the wheel rims.

I began researching wheel rims on the internet and found that this was a very common problem with Lincoln chrome wheels. When I told a friend of mine, who also drives a Lincoln, he told me that he experienced the same problem and that Lincoln replaced all four of his wheel rims at no cost to him. I called Nick Mayer Lincoln Mercury to see if the wheels were covered under the corrosion warranty, or if I had missed a recall because so many Lincoln owners were having the same problem. The answer to both my questions was no, but I was told that they and Lincoln were very much aware of the problem and had many similar complaints from Lincoln owners. It was suggested to me that it was a design flaw and to contact Lincoln about the problem. I called Lincoln customer service and talked to a very pleasant and sympathetic woman named Leslie who told me to bring the vehicle to Nick Mayer to verify the problem. Nick Mayer Service did verify that the wheel rims were badly corroding and assigned work order 8545 to my complaint.

I again called Leslie and eventually was told that Lincoln would replace two of the rims. I suggested that because Lincoln was conceding that there was a problem by replacing two of the wheel rims that Lincoln treat the problem like a recall and replace all four. I was told that because the warranty period had passed, Lincoln did not have an obligation to replace any of the wheel rims and that I would have to absorb the expense of an additional two wheel rims at a cost to me of \$760.00. I called the dealer and asked if different types of rims were available at a lower cost and was told that Lincoln only had available that same type of chrome wheel rims. This brings me to the question of, why would Lincoln continue to market and use a wheel rim that they know is defective and have problems with? Because of the high cost of the wheel rims and the fact that I would now have to purchase four tires, I decided to take advantage of Lincoln's offer of two free wheel rims but only purchased one additional wheel rim from Nick Mayer Lincoln, while keeping the one that still held air. I will monitor that wheel rim knowing that eventually, I will have to replace it as well.

The dealer is returning two of the corroded wheel rims to Lincoln. I have kept the third. As evidence of the problem, I am attaching a picture of that third wheel rim. If more documentation is needed, please advise.

Despite not being satisfied with Lincoln's response to my problem, I was very much satisfied with the service that I received from the staff at Nick Mayer Lincoln Mayer Lincoln Mercury. I especially want to recognize the service Cliff Warner, the service manager there, for all his help.

Even though Lincoln acknowledged that there has been a pervasive problem with this type of chrome wheel rim and agreed to replace two of the four defective wheel rims, I am asking that because this is obviously a common, inherent problem, Lincoln accept full responsibility and reimburse me for the \$409.45 I paid for the one wheel rim. It should also provide me, free of charge, with the fourth wheel rim that I will eventually need.

I thank you for considering my request.

Sincerely,



attachment



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

September 21, 2012

[REDACTED]
Seven Hills, OH [REDACTED]

Case # 1351252332

Vehicle ID # 3LNHM26146R [REDACTED]

Dear [REDACTED]

The circumstances, which you outlined concerning your vehicle, have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. Although we regret not being able to meet your expectations, our review indicates that the information provided by our company representative was appropriate. Therefore, we are unable to be of further assistance in this matter.

Thank you for contacting Ford Motor Company.

Sincerely,

Marsha Wojewski-Boyd

Marsha Wojewski-Boyd
Ford Motor Company
Customer Relationship Center



October 8, 2012

To: Consumers Union
Attn: Customer Relations
101 Truman Avenue
Yonkers, NY 10703

From: [REDACTED]
Seven Hills, Ohio [REDACTED]

RE: Ford Motor Company

Dear Customer Relations Center:

I have been a subscriber to Consumer Reports on-line for a number of years and always refer to it when making a purchase. I never thought though, that I would be writing to you to register a complaint, but because of a response I received from a recent letter to Ford Motor Company, I felt Consumer Reports should be made aware of a problem I had experienced with the wheels on my 2006 Lincoln Zephyr.

I am attaching with this letter, the complaint letter along with the pictures I sent to Ford Motor Company as well as their form response to my letter. As you can see, the questions I had asked remained unanswered.

It disturbs me that Lincoln is very much aware of the problem that I discussed in my letter to them yet continues to distribute the same defective chrome wheels. As I stated in my letter to them, the only option I had with Ford, was to replace the defective wheels with the same type of wheel, which will only corrode again, causing the same problem and expense.

I maintain that because it was an inherent problem, Lincoln should have treated the problem like a recall and replaced all four of the defective wheel rims. I would also suggest that a loss of 10 to 20 pounds of air a week, caused by defective wheel rims could be a safety issue.

Thank you in advance for looking to this and your response to me.

Sincerely [REDACTED]
[REDACTED]

attachments



Seven Hills, Ohio



Nat. Hwy. Traffic Safety Admin.
1200 New Jersey Ave. SE, West Bldg
Washington D.C. 20590

