

SEP 18 2013

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

Customer assistance

Safety Defects on 2007 Zephyr Premier

Sir I am writing about the 2007 Lincoln Zephyr.

I bought this car 2007 I have had trouble part of the transmission from Daytona while driving on level highway it is fine up to 70 mph then if you try to pick up going up a hill even on a good highway the transmission changes to fourth gear with a long let up on gas then coast several feet slowing down then have to quickly press the gas lightly it kick back to drive slowly picks up speed slowly if you push the gas pedal a I would pay I maybe go it try to change part to the front of car

I have several mechanic friends and never one like this several people say the same thing with this a lot of complaint I have a few miles 59,600 miles on the car I went to Imc and mechanic here in Cleveland they said had never heard but several more said they had many people asking about this problem I have had

Calls from Florida Texas on one or two other states wanting to fix this problem will they have a recall on these Zephyr's this one year was all these was made

I would like a copy said they were changed I would like a answer if possible I am on social service 82 yrs old would like to change to one that did not have this problem my wife jumps ever time scared, sorry to bother you would like help if possible, maybe the only car I ever own my age they use step older Pat Lehman, Ordway.

ET
91913
SMD

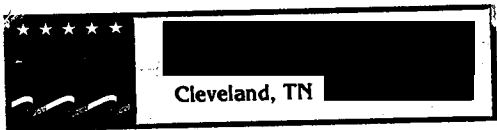
most people be ready like this car would like to have one
it's a nice small car good mileage and fast comfortably
thank you and hopefully can find some way to fix it

this car come out of elontra, the

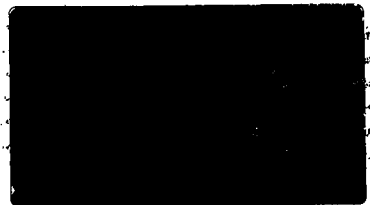


the more they the more miles

the worst it gets I have some over 59000 on the car Just turn 59



CHATTANOOGA
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20 SEP 2013 PM



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