

Original

June 28th 2016
AL-10548964-9827

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

JUL 12 2016

To Whom it may concern,

My name is [REDACTED], a
retired state of Texas employee. This
is a res complaint that I filed
electronically in 2013 for my
Mercury Mountaineer 2003 VIN#
4M2ZU86K33U [REDACTED]

The first complaint under my
address [REDACTED] Temple, TX

[REDACTED] At the time the liftgate
recall, and tailgate malfunction
occurred in May 2013. I called the
dealer ~~and~~ (Temple Lincoln Mercury
Temple, Texas) in Temple and ask
about a repair. The service dept
told me "the recall was expired".

So, I wrote a e-complaint@
NHTSA.gov in 2013 informing you
of no notice at all concerning any
recall since buying the car new in
2004 @ Temple Lincoln Mercury.

My last issue is the transmission
warranty policy violation. I bought
car with 11K miles on it the Temple
Lincoln Mercury Dealer hasnt changed
the tran oil since ownership. ON

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January 2014 I took truck to Temple Dealership to enquire because my truck was stalling out in Drive.

Again the (89K) Service Dept told me the fluid level is fine, no maintenance till 100K miles [REDACTED]

Now the truck is running worse. I cant get Sears or PepBoys to touch it cause the initial dealer service was neglected,, work for 10 years.

Please reply to me by mail with feedback on my initial case and this Tranny Policy Issue ASAP.

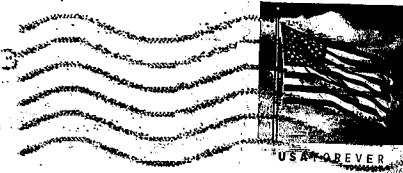
[REDACTED]
Temple, TX [REDACTED]
[REDACTED]

Serry Miller CEO
Temple Lincoln Mercury

Temple, TX

NORTH HOUSTON TX 773

29 JUN 2016 PM 9 L



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