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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

MAR -4 2015

St. Thomas, US Virgin Islands,

Lincoln Customer Relationship Center
P.O. Box, 6128
Dearborn, Michigan, 48121

Re: Re-call #14S10

Dear Sir/Madame:

This correspondence is in reference to your recall notice #14S10. According to your summary of the dates listed and many calls to your Customer Relationship Center I was told that my recently purchased Lincoln MKX Purchased in September 2014 and manufactured in May 2014 is not a vehicle of this re-call.

However, the exact consequences of this re-call occurred with my vehicle. On Tuesday February 17, 2014, I parked my car on a slight incline, in the parking lot of a V.I. Government Office Bldg. I got out of my car walked around the back of the car to go into the office bldg. While in the office building, I heard a customer asking if someone in here was driving a car with license plates that matched mine, I told her I was and she said I just saw your car rolling back out of the parking space. I went outside and my car had rolled back into the gate of the premise. I immediately went over to examine my vehicle and could not figure out how this could be possible. The fact that the vehicle did not roll back immediately indicates that the vehicle was properly parked at the time of my departure.

I immediately started to explore the internet to see if there was any information or mal-functions on my vehicle. On the National Highway Traffic Safety Adm. Site I found your recall # 14S10 subject: half shaft dis-engagement/loss of drive/**roll away. Further your company's recall campaign number 14V393000 Component: Power Train Axel Assembly: Axle shaft consequence** Summary properly identifies the horrifying situation that occurred with my car, (***The vehicle may roll away despite the transmission being placed in "park"***). The vehicles are also at risk of rolling unexpectedly. ***Although my 2014 Lincoln MKX was not on your re-call listing; it is evident given the circumstance surrounding my vehicle rolling back that the mal-function sighted in your re-call occurred with my vehicle.***

NH
31015
SMP

Lincoln Customer Relationship Center
February 19, 2015

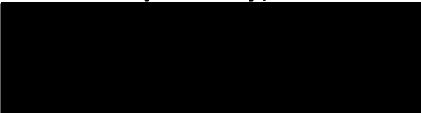


I took my car to your Ford Dealer in the VI who just simply told me my VIN # was not include in the recall; therefore, I am on my own to have this vehicle repaired.

In conclusion: I am 100% certain and it is evident; that what happened with my vehicle was a result of the situation sited in your re-call. I am therefore, asking that restitution be made and the Ford Motor (Lincoln) Company does the proper and decent thing by owning up to its responsibility.

Since time is of the essence and I am the one inconvenienced in this matter; I will file a claim with my insurance company. I am certain given the brevity of my claim that they will file a subrogation Claim with the Ford Company. Further, I am requesting that the Ford Company have my vehicle tested for this re-call 14S10; and the findings provided to me in writing. In the event this situation re-occurs with my vehicle I will have no other choice than to take legal action. I have enclosed with this correspondence two articles carefully describing the components of the recall.

Finally, by copy of this letter I am registering an official complaint with the National Highway Traffic Safety Administration; and requesting that they conduct a formal investigation of this matter. Your timely response to this correspondence is appreciated.

Respectfully,


Owner Ford Lincoln MKX-2014
VIN# 2LMDJ6JK0EB 
Home phone 

Cc: Ford Motor Company
Guardian Insurance Co., VI
Geico, local Office
Ford- Metro Motors
National Highway Traffic Safety Administration (ODI# 10689487)

Attachments: (2)



2014 LINCOLN MKX

Recalls	Investigations	Complaints
1	0	2

RECALLS: Displaying 1 - 1 out of 1

— RECALL Subject : Halfshaft Disengagement/Loss of Drive/Roll Away

Report Receipt Date: JUL 02, 2014
NHTSA Campaign Number: 14V393000
Component(s): POWER TRAIN

All Products Associated with this Recall

Vehicle Make	Model	Model Year(s)
FORD	EDGE	2012-2014
FORD	FLEX	2013-2014
FORD	TAURUS	2013-2014
LINCOLN	MKS	2013-2014
LINCOLN	MKT	2013-2014
LINCOLN	MKX	2012-2014

Details

Manufacturer: Ford Motor Company

SUMMARY:

Ford Motor Company (Ford) is recalling certain model year 2012-2014 Ford Edge and Lincoln MKX vehicles manufactured September 2, 2010, to August 25, 2011; 2013-2014 Ford Taurus and Lincoln MKS vehicles manufactured August 25, 2011, to November 30, 2013; and 2013-2014 Ford Flex and Lincoln MKT vehicles manufactured November 30, 2013. In the affected vehicles, the halfshaft retention circlip may not have been properly installed, and as a result, the halfshaft may disengage from the linkshaft while driving and without prior warning.

CONSEQUENCE:

If the halfshaft and linkshaft become disengaged while driving, power will no longer be transmitted to the wheels, increasing the risk of a vehicle not being able to move forward. If the halfshaft is not applied before exiting the vehicle, the vehicle may roll away despite the transmission being placed in 'Park', increasing the risk of injury to exit the vehicle.

REMEDY:

Ford will notify owners, and dealers will inspect the vehicles to make sure that the halfshaft is properly retained. If it is not, dealers will replace the halfshaft if it shows evidence of spline damage, free of charge. The recall began on August 4, 2014. Owners may contact Ford customer service at 1-800-39-14S10.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



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2014 Lincoln MKX Recalls

Make: [Lincoln](#) [Change](#) Model: [MKX](#) [Change](#) Year: [2014](#) [Change](#)

2014 LINCOLN MKX

Report Date: July 02, 2014

Campaign Number: 14V393000

Component: POWER TRAIN:AXLE ASSEMBLY:AXLE SHAFT

Summary: Ford Motor Company (Ford) is recalling certain model year 2012-2014 Ford Edge and Lincoln MKX vehicles manufactured September 2010, to November 30, 2013; 2013-2014 Ford Taurus and Lincoln MKS vehicles manufactured August 25, 2011, to November 30, 2013; and 2013 Ford Flex and Lincoln MKT vehicles manufactured September 12, 2011, to November 30, 2013. In the affected vehicles, the halfshaft retention cir not have been properly installed, and as a result, the halfshaft may move outward and disengage from the linkshaft while driving and without prior warning.

Consequence Summary: If the halfshaft and linkshaft become disengaged while driving, power will no longer be transmitted to the wheels, increasing the risk of a vehicle crash. Additionally, if the parking brake is not applied before exiting the vehicle, the vehicle may roll away despite the transmi being placed in 'Park', increasing the risk of injury to exiting occupants and bystanders.

Corrective Summary: Ford will notify owners, and dealers will inspect the vehicles to make sure that the halfshaft is properly retained. If it is not, will replace the linkshaft and also replace the halfshaft if it shows evidence of spline damage, free of charge. The recall began on August 4, 2014. may contact Ford customer service at 1-800-392-3673. Ford's number for this recall is 14S10.

Ford recalled more than 100,000 vehicles in North America this week after reports of various safety problems, including rolling while in park, braking issues, and fuel leakage.

The company announced the six separate recalls Tuesday, according to The Associated Press. No injuries, accidents, or fires related to any of the defects have been reported, Ford said.

The largest recall, of 92,022 vehicles, affects the 2013-2014 Ford Taurus, Lincoln MKS, and Police Interceptor sedans; 2013-2014 Ford Flex and Lincoln MKT crossovers; 2012-2014 Edge crossover and 2014 Lincoln MKX crossover. Ford says the right-hand halfshaft, which is part of the axle, isn't properly seated and may disengage over time, making the vehicles inoperable. The vehicles are also at risk of rolling unexpectedly if they are parked without the parking brake on.

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Ford will notify owners of the vehicles in the halfshaft recall by mail beginning the week of Aug. 25. In all of the cases, dealers will repair the vehicles for free.

Ford is also recalling:

- 5,264 2011-2014 F59 commercial stripped chassis. The company says corrosion in the electrical junction block could cause the vehicles to short circuit, increasing the risk of a fire or the loss of electrical power.

- 2,124 2014 Ford Escape SUVs. Ford says their panoramic glass roofs have an improperly cured bond that could cause the roofs to leak or separate from the vehicles.

- 635 2014 F53 motor home stripped chassis and F59 commercial stripped chassis. The company says the brake calipers may have been incorrectly made, which could result in a leak and a loss in braking performance.

- 368 2014 Transit Connect vehicles. Ford says the brake reservoir caps in vehicles shipped to Puerto Rico have European labels that don't conform to U.S. labeling requirements.

- 197 2014 Ford Fiesta subcompacts. Ford says their fuel tanks may be missing an adhesive layer, which could cause them to leak fuel and increase the risk of a fire.


Ford said it identified all of the problems through internal tests as well as warranty claims. Ford will begin notifying owners affected by the five additional recalls this month.

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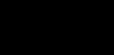


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