

[REDACTED]
STATEN ISLAND, N.Y. [REDACTED]

APRIL 28, 2016

MAY -6 2016

NATIONAL HIGHWAY SAFETY ADMINISTRATION
1200 N.J. AVE. S.E.
WASHINGTON, D.C. 20590

GENTLEMEN:

FOR REF: ATTACHED INVOICE DANA EXPLAINS DIAGNOSIS, ALSO ATTACHED
LETTERS TO FORD MOTOR CONCIERGE.

UNBELIEVABLE PROCRASTINATION, DOUBLE TALK AND MISS DIRECTION OF THE
SOURCE OF THE PROBLEM (FACTORY) AND TALK OF GENUINE PARTS, QUALITY
OF SERVICE. WHEN EITHER THROUGH ERROR OR MISTAKE THE PLASTIC
SHEETING WAS IN THE FAN COMPARTMENT, NOISES FIRST, THEN IN TIME
SHREDDED TO JAMB UP, DEFROSTER VENTS, FAN, BLEND DOOR, HEATER,
EVERYTHING IN THAT COMPARTMENT.

REASON SENT ON TO YOUR OFFICE. FACTORY SHOULD BE NOTIFIED. NOISE IN
COMPARTMENT SHOULD HAVE BEEN CHECKED OUT FROM THE BEGINNING AND
REPAIRED. DODGING THE MAINTENANCE REQUIRED COULD HAVE CAUSED A
FATALITY, IF SHEDDING HAPPENED ON HI SPEED HIGHWAY, OR AT ANY HI
SPEEDS. IN MY CASE I FEARED FOR A POSSIBLE ACCIDENT. WHEN IT OCCURRED
NO HEAT, NO DEFROSTER, DIDN'T MELT SNOW, OR CLEAR ICING INSIDE ON THE
INSIDE WINDSHIELD. ICE ON WINDSHIELD TORE UP THE RUBBER ON THE WIPER
BLADES. ENDED NON USE OF CAR. UNTIL GETTING IT FIXED

I FELL OVER TO HEAR IT'S PLASTIC SHEETING, AND ON TOP OF THAT OK AUTO
ADVISED ON INSPECTION NO PARTS REQUIRED. EVEN THE COURTESY TO
DOUBLE CHECK EVERYTHING WORKED AND CLEAR OF THE PLASTIC SHEETING
FRAGMENTS. ALL DONE AT \$150. LOOK AT THEIR INVOICE. THEN DANA ALREADY
CHARGED ONLY FOR THE DIAGNOSIS THAT AMOUNT, AND STILL MAYBE \$1,000.
TO PULL THE DASH, AND ALSO TOLD ME PART PARTS WILL ADD ON TO IT. OK
AUTO DID IT FOR ABOUT 10% OF DANA COSTS COULD HAVE BEEN.

DANA YEARS BACK COULD HAVE STOP AGGRAVATION AND TOOK
RESPONSIBILITY AND DO THEIR JOB. FIX A PROBLEM, LISTEN TO CUSTOMERS
(AND CUSTOMERS DAUGHTER AND SON) BECAUSE THAT PROBLEM COULD END
UP SOME GETTING HURT. WHAT IF THE BLADES ON THE FAN BROKE OFF? WITH
JAMMED BLADES CAUSING HEAT, AND THAT FILM IS OF OIL BASE, POSSIBLE
FIRE, ENSUING IT WOULD BE CATASTROPHIC A ON A HIGHWAY.

DO WHAT YOU WILL WITH THIS FILE.

Respectfully,
[REDACTED]

ET
51816
SND

[REDACTED]
Staten Island, NY [REDACTED]

March 19, 2016

Ford Motor Company
PO box 6248
Customer Relations Center
Dearborn, MI 48121

Gentlemen:

Hopefully I'm sending this complaint to the right area, if not could you please send it on as people could get hurt without the proper defroster working.

This is an old story but it applies. Doctor worked to perfection to save a patient, surgery done but the patient died. Found out to late a scalpel and dressing left in the patient caused infection and patient died.

This case on my Lincoln (Abe) Packing tape and clear plastic sheeting items used on the assembly line were misstepped by not taking these items out from areas covering the fan motor, and door eventually moving then binding, first stage noise rattles loud noise because the film or plastic hitting the fan and in time blocked any defrosting on the passenger windshield.

Where was I all this time. I wear hearing aids and some noises don't come through but my wife and kids said it was getting louder and louder. Each time over four or more oil changes at Dana (Ford-Lincoln shop) Brought it to service people notice. Was Po Poed "nature of the beast" "fan motors do make noise when you put it on Max." Then comes winter - now the passenger side windshield didn't defrost even putting it on full with the air conditioner. Took it to Dana on 5/15/2015

Immediately "have to do diagnostic" did I have a choice "can't someone look at it "sorry only way is diagnostic". Kept car two days I had to call them. Advised there is a problem. On arriving, then told diagnostic proved " NOTHING " The dash has to be pulled down and could cost \$1,000. Or more depending on what else is needed. Note on their bill CUSTOMER DECLINED REPAIRS.

As none of the problems were of my doing and the poor inspection and factory NOT taking out the foil-tape-packing sheeting causing anxiety, fear of taking the car out without a defroster working, please correct it that no one else has to go year in year out of "what's next". I took it to a body auto wrecker repair shop that LOOKED and knew what they were doing, took two days. One to get the stuff out and "leave it til tomorrow we'll double check to make sure there is nothing left behind". This for \$150.00 As a last item look at Dana bill to me over charging "Parts" what parts in a diagnostic???? And if this was all labor why the sales tax??? I'll never go to Dana again not even to change the oil.

As this all hinges on the factory problem, I'm asking that Lincoln-Ford reimburse me for the Dana bill \$183.92 and on the OK AUTO BODY CENTER REPAIR \$150.00 OR TOTAL \$333.92 Nothing on the anxiety, lost time, lost use of my car.

DANA



266 W. Service Road
Staten Island, NY 10314
(718) 983-8700

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. Saturday

R/O Open Date	R/O Number
5/15/15	
R/O Close Date	Status
5/18/15	Pre-Invoice
Mileage In	Mileage Out
12364	12365
Service Advisor / Tag #	

Maureen Tucci/

NY MOTOR VEHICLE FACILITY #: R643047

STATEN ISLAND, NY			Work Phone	Vehicle Identification Number
			Home Phone	2LNHM82W28X
Year	Make	Model	Body	Color
2008	LINCOLN	TOWN CAR		SILVE
				License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - WRKS: PERFORM THE WORKS PACKAGE SERVICE CLIENT REQ THAT WORKS SERVICE BE PERFORMED Work performed by Andrew Dambrosi (631) Installed FL 820 S :FILTER ASY - OIL 1@3.80 Installed XO 5W20 QSP :MOTORCRAFT SAE 5W-20 API GF 6@2.93 WORKS COMPLETE Sub Total: 38.93	17.55 3.80 17.58
#2 - 4000: HEATING AND AIR CONDITIONING CLIENT STATES THAT DEFROST DOESNOT WORK ON PASS SIDE AND THERE IS A CLICKING OR TAPPING NOISE WHEN FAN IS ON FOR HEAT Caused by CUSTOMER DECLINED REPAIRS Work performed by Andrew Dambrosi (631) VERIFIED CONCERN. FOUND CAUSE OF CONCERN TO BE DUE TO BLEND DOOR ACTUATOR MALFUNCTION OR BLEND DOOR BINDING. INSTRUMENT PANEL REMOVAL IS REQUIRED TO A CCESS BOTH COMPONENTS FOR DIAGNOSIS, REMOVAL AND R EPLACEMENT Sub Total: 130.00	130.00
#3 - WASH: DEALER WASHED VEHICLE AS PART OF SERVICE ON THISVISIT Sub Total: .00	
#4 - 99P: PERFORM MULTIPOINT INSPECTION AND FILL UP REPORTCARD Sub Total: .00	

at least six times.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

DANA



266 W. Service Road
Staten Island, NY 10314
(718) 983-8700

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. Saturday

R/O Open Date	R/O Number
5/15/15	
R/O Close Date	Status
5/18/15	Pre-Invoice
Mileage In	Mileage Out
12364	12365
Service Advisor / Tag #	
Maureen Tucci /	
Vehicle Identification Number	
2LNHM82W28X	
Delivery Date	In-Service Date
Color	License Number
SILVE	

NY MOTOR VEHICLE FACILITY #: R643047

STATEN ISLAND, NY			Work Phone		
			Home Phone		
			Body		
Year	Make	Model			
2008	LINCOLN	TOWN CAR			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
***** * n't Forget to download the DANA APP it's free right * * now in the APP STORE and ANDROID MARKET Hours * * Mon-Fri 7am-7pm Sat 730-6pm !!!!!!! * *****	

Customer Copy
THANK YOU

Total: \$ 183.92

Inv#:

05/18/15

Apprvd: Online Batch#: 000004

Entry Method: Swiped

Sale

Merchant ID: 0500006510
Term ID: 1100

DANA/FORD/LINCOLN
266 WEST SERVICE ROAD
STATEN ISLAND, NY 10314
(718) 983-8700

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	147.55
PARTS	21.38
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	14.99
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	183.92

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.



X

Date: 03/16/2016 04:18 PM
Estimate ID:
Estimate Version: 0
Preliminary
Profile ID: Mitchell

OK AUTO BODY CENTER

41 BARKER STREET, STATEN ISLAND, NY 10310
(718) 273-9441
Fax: (718) 273-9475
BAR #: NY Reg.#7113612

Damage Assessed By: Ricky Corio
Classification: Field

Deductible: UNKNOWN

Insured:

Mitchell Service: 910038

Description: 2008 Lincoln Town Car Executive L
Body Style: 4D Sed
OEM/ALT: O

Drive Train: 4.6L Inj 8 Cyl 4A RWD
Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	900500	BDY *	REMOVE/REPLACE	repaired r/s defroster taking dash apart	New	150.00 *	0.0*
2	900500	BDY *	REMOVE/REPLACE	finding shipping tape blocking vent	New		0.0*

* - Judgment Item

Estimate Totals

I. Labor Subtotals						II. Part Replacement Summary		
Units	Rate	Add'l Labor Amount	Sublet Amount	Totals		Amount		Amount
Labor Summary	0.0			0.00		Taxable Parts		150.00
						Sales Tax	@ 8.875%	13.31
						Total Replacement Parts Amount		163.31
III. Additional Costs					Amount	IV. Adjustments		
Total Additional Costs				0.00		Customer Responsibility		0.00
						I. Total Labor:		0.00
						II. Total Replacement Parts:		163.31
						III. Total Additional Costs:		0.00
						Gross Total:		163.31

ESTIMATE RECALL NUMBER: 03/16/2016 16:16:39

Mitchell Data Version: OEM: JAN_16_V

Software Version: 7.1.200

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Page 1 of 2

Date: 03/16/2016 04:18 PM
Estimate ID: [REDACTED]
Estimate Version: 0
Preliminary
Profile ID: Mitchell

IV. Total Adjustments:
Net Total:

0.00
163.31

150.

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

SALE

OK AUTOBODY
41 BARKER ST
STATEN ISLAND, NY. 10310
718-273-9441

Batch #: [REDACTED] REF#: [REDACTED]
03/16/16 16:16:09
APPR CODE: 14494P
Trace: 2
Chip
/

AMOUNT \$150.00

APPROVED

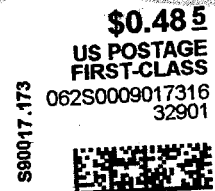
TVR: 00 00 00 80 00
TSL: E8 00

THANK YOU
CUSTOMER COPY



L I N C O L N

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



03/24/2016

[REDACTED]
Staten Island, NY

Lincoln Motor Company

Case # [REDACTED]

Dear [REDACTED]

We have received your inquiry regarding your vehicle, and appreciate the time you have taken to bring this matter to our attention.

We sincerely regret that you are experiencing a concern with your 2008 Lincoln Town Car. Client satisfaction is a primary objective of Lincoln Motor Company and we try to make every attempt to ensure that our owners are satisfied. We recognize the importance of retaining client confidence in us after the purchase.

Although warranties are designed to cover unpredictable situations which may occur, we are always willing to consider individual requests for assistance beyond the warranty period. We hope you understand, however, that we must place limits on our post-warranty adjustment policy. We regret to advise you that your vehicle is beyond those limits and we are not able to assist you with the cost of this repair at this time.

At Lincoln Motor Company, we rely on our dealers to deliver the quality service our owners deserve. We hope, in turn, that confidence in the dealerships service department will inspire our clients to utilize Lincoln dealerships for all of their service needs. We realize, however, that circumstances can arise that may necessitate service at a third party repair shop. When that happens, we review the facts presented to us, as well as the applicable repair receipts, to see if reimbursement is appropriate under any of the vehicle's warranty provisions.

We have carefully reviewed the information you provided to us regarding your vehicle. As stated in our warranty and policy manual, Lincoln will pay for covered repairs if those repairs are performed by an authorized Lincoln dealership using genuine Lincoln or Motorcraft replacement parts. Since we are unable to monitor the quality of either the work performed or the parts used at outside facilities, we cannot confirm that this repair meets Lincoln warranty standards. Regrettably, we are unable to reimburse you for this the repair at OK Auto Body Center.

WHAT QUALITY OF SERVICE IS DODGING QUALITY?

WHAT PARTS?

QUALITY

WHAT HAS

THAT HAS WITH

REMOVING FOREIGN ITEMS?

NO PARTS?

NEED A P137 or Rocket event that to pull shifting out?

[REDACTED]
STATEN ISLAND, NY [REDACTED]

LINCOLN MOTOR COMPANY
CUSTOMER RELATIONS CTR.

April 8, 2016

ATT: CONCIERGE SERVICE MGR. ?? TODD??

Dearborn, MI 48121

Case# [REDACTED]

SIR:

ENOUGH - ENOUGH- I TRIED TO HOLD MY COMPOSURE AND JUST PRESENT THE INEPTITUDE OF DANA AND MAKE AN AMICABLE PROPOSAL AS TO ONLY ACTUAL OUT OF POCKET EXPENSE THAT BEING \$149.45 Dana and \$150. Of OK Auto=\$299.45

Now to NON-RESPONSIBILITY . That is that the factory WAS at fault for NONE REMOVAL OF THE PLASTIC SHEETING THEY USE FOR THE PREVENTION OF DUST, ETC GETTING ON PARTS OR ASSEMBLIES. THIS ERROR CAUSED THE PROBLEM OF NOISE THE PLASTIC HITTING THE FAN BLADES THEN SOMEHOW SHREDDED TO BLOCK AND PLUG UP THE DEFROSTER ASSEMBLY AND BLOCK THE COWLING AND TO QUOTE THEIR INVOICE "DANA'S PEOPLE "MALFUNCTION OR BLEND DOOR BINDING" I BELIEVE IN ENGLISH THAT WOULD MEAN SOMETHING IN THE PATH THAT SHOULDN'T BE THERE.

DANA TOTAL NON PERFORMANCE CONTINUOUSLY AS TO THE NOISE PROBLEM AND WAS CONSISTENTLY BROUGHT TO THEIR ATTENTION AND HAD HANDS ON SIX (6) DIFFERENT TIMES DURING AND AFTER THE WARRANTY PERIOD. SPECIFICALLY 3/10/10, 5/2/12, 2/26/13, 3/2/14 DURING OIL CHANGES THAT INCLUDED A PACKAGE OF INSPECTION ,AND TWICE DURING RECALLS. NEVER TO LOOK,

REALLY LISTEN, OR TO EXECUTE PROPER REPAIRS. Note all the times in the winter, you, or anyone hearing the banging or no heat would bring it to a supervisor's attention. ON TWO OCCASIONS ONCE MY DAUGHTER SAT WITH THE SERVICE MGR IN THE CAR. TOLD HER IT WAS "THE NATURE OF THE BEAST AND IT WOULD ALWAYS MAKE NOISE" (SIDE STEP PERFECT) THE OTHER TIME MY SON SAT WITH A SERVICE MGR. THIS TIME TOLD "WHEN ON ' HIGH' THE FAN WOULD NATURALLY MAKE NOISE" (SHUT OFF PERFECT). They aren't children but in their FIFTIES. I'm elderly and thought it best to have them spell it out, as their hearing

OVER

is better than mine. They had accompanied me, in their AVIATOR or the F-150, in order to leave my car and get home. You see my experience with Dana on an oil change was to sit, after delivery a 8AM not to get out of Dana until noon or later, better to stay warm at home, and wait for their call.

AGAIN AND AGAIN THE PROBLEM POINTED OUT WITH NO EFFORT MADE TO PRESCRIBE A DIAGNOSIS OR REPAIR. ONLY WHEN DANA SAW DOLLAR SIGNS WERE THEY WILLING TO GO ALL THE WAY WITHOUT A SHUT OFF OR SIDE STEP THEY ONLY WANT DOLLARS TO MAKE A MOVE\$\$\$\$\$. ALL THAT TIME I TRUSTED DANA (WHO BY THE WAY ARE YOUR FACTORY TRAINED REPRESENTATIVE SPECIALISTS). THEY ARE TO BE YOUR OFFICIAL EXPERTS AND REPRESENTATIVES. THEY ARE THE KNOW IT ALL ON HOW THE CAR TICKS. PLEASE SPELL OUT WHAT OTHER WAY THAT I WAS SUPPOSED TO COMMUNICATE THE PROBLEM, WAS THAT I WAS TO SUPPOSED TO HIT THEM WITH A HAMMER IN ORDER TO GET A RESPONSE, FOR THEM TO CHECK OUT THE PROBLEM AND REPAIR IT.

ENOUGH-EVEN YOUR LETTER OF 3/24/2016 BLANK LETTER HEAD AND TRUE PRINTED NAME MISSING. I TOOK THE LIBERTY OF MAKING A COPY WITH THE ENVELOPE DESTINATION. YOU QUOTE WARRANTY AND POLICY THAT YOUR UNABLE TO MONITOR QUALITY OR PARTS OR SERVICE. THERE WAS TO REPAIR

NO PARTS INVOLVED
NO PARTS REPAIRED
QUALITY OF SERVICE there was NONE JUST REMOVAL

OF PESKY PLASTIC FILM AND TAPE
WRONGLY, SOMEHOW GOT INTO THE FAN COMPARTMENT
IN THE DEFROSTER COWLING AND BLOCKING THE VENTS
AND "DOOR ACTUATOR" YOUR DANA MAN WORDS

TO THE CHAFF (ENGLISH DICTIONARY -TO TEASE IN A GOOD MANOR
- BUT NOT FROM ME, IT'S NOT A PUN.

IF NO SATISFACTION COMING FORTH IN FIFTEEN DAYS FROM THIS
LETTER DATE:

a) COPIES OF ALL TO THE BETTER BUSINESS BUREAU, 30 EAST 33RD ST., NY, NY 10016

B) COPIES to the national highway traffic safety adm. (NHTSA), 1200 NJ AVE S.E. , WASHINGTON, DC 20590 FAILED DEFROSTER, FAN, VENTS BLOCKED, UNABLE TO SEE. COULD CAUSE A FATALITY, BECAUSE OF FOGGED WINDSHIELD. THE PLASTIC FILM BEING OF OIL BASE AND WRAPPED AROUND THE FAN MOTOR, COULD CAUSE A SHORT AND SPARKS FOR POSSIBLE INTERNAL UNDER DASHBOARD FIRE

c) NEW YORK STATE, CONSUMER PROTECTION BOARD, ALBANY, NY
NON-PERFORMANCE DURING WARRANTY REPAIRS, REQUIREMENT SIDE STEPPED THAT NEEDED REPAIRS. CHARGING SALES TAX ON LABOR THEREBY OVERCHARGING CUSTOMERS.

d) COPIES OF ALL TO FORD, CEO, TO PLEASE SEND ON TO YOUR PRODUCTION MGR. AS TO INSPECTION, STOP PROBLEMS, IF NOT SABOTAGE.

YOUR CHOICE IN YOUR COURT.

PS ABE-AFTER REMOVAL OF SHEETING, SEEMS TO BE REJUVENATED, THE AIR IN THE CABIN IS CRISP AND TEPID AND IT SEEMS LIKE THE CAR WENT FROM GLOOMY TO SMILING PERFORMANCE. A PLEASURE TO DRIVE NOW.

ALSO, JUST THINK IF I WENT FOR THE DANA \$1,000. PLUS PARTS REPAIR 1) WOULD DANA TELL ME THAT ONLY REMOVAL OF THE PLASTIC WAS THE JOB- I DOUBT IT 2) WOULD THEY ONLY CHARGE ME FOR THE DASH REMOVAL, AND NO ADDED CHARGES FOR A FAN MOTOR, ACTUATOR -CIRCUIT BOARD, BLEND DOOR, ETC. NOT REQUIRED. REPORT THE PROBLEM TO LINCOLN. I SERIOUSLY DOUBT IT.



Staten Island, NY



National Highway Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C.
20590

20590

