

CL-11243659-8995

Lincoln Motor Co.

Lincoln Concierge

P.O. Box 6248

Dearborn, Michigan 48126

26 July 2019

Dear Sirs:

I own a 2014 Lincoln MKZ and I am very disturbed by your lack of responsibility with reference to the Wheel LUG NUTS associated with my car.

The design you have incorporated with my car is beyond comprehension and your LACK of Care is beyond my comprehension. The lug nuts are colorful but have a real problem in that because of the THIN SHINY METAL covering the lug nuts it creates an unusual true road hazard issue.

After driving a few miles, the nuts become heated and the accompanying lug wrench issued with the car become ineffective. The lug wrench will not slip over the heated lug nuts rendering it impossible to remove the lug nuts and I am unable to remove the flat tire. This leaves me stranded and I have contemplated a Legal action because of this situation.

Lincoln Motor Company has failed to ensure the safe removal of a FLAT TIRE which results in my personal safety.

Because of this issue I (personally) have replaced the faulty LUG NUTS with standard LUG NUTS.

I have contacted the local Lincoln Dealership and their position is "this is a Lincoln Motor Company issue". Therefore, no action has been taken and Lincoln Motor Company has not issued a RECALL or any corrective action.

I only hope a class action lawsuit will result because of your LACK of RESPONSIBILITY with this issue.

CC. U S Govt. Auto Safety Division , Washington, D C
Casa Lincoln Ford Dealership (El Paso, Texas)

Sincerely Yours,

El Paso, Texas

TG
8.13.19
W

El Paso, TX

EL PASO TX 798
RIO GRANDE DISTRICT
27 MAY 2009 PM 2 L



U. S. Government
Auto Safety Division
Washington, DC

2000009999

