

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 436

Date Received

25-MAY-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

862563

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1LNFM82W2WY690354	LINCOLN	TOWN CAR	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03350000	Part Name(s) BRAKES:AIR:ANTILOCK SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 22-MAY-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER VEHICLE WOULD PULL TO THE RIGHT IN WET WEATHER CONDITIONS. WHEN THE PADS WERE REPLACE THE VEHICLE WOULD PULLED TO THE LEFT AT ANYTIME. DEALER REMEDY THE PROBLEM. VEHICLE HAS BEEN TO THE DEALER 8 DIFFERENT TIMES.

CONTINUED ON BACK (REVERSE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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 up_ltr _____

Reference No.

862563

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 1LNFM82W2WY690354	Vehicle Make LINCOLN	Vehicle Model TOWN CAR	Vehicle Year 1998	Current Odometer Reading
--	--------------------------------	----------------------------------	-----------------------------	--------------------------

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
--	---	---	--	--	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03350000	Part Name(s) BRAKES:AIR:ANTILOCK SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) <u>22-MAY-2000</u> Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
--	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER VEHICLE WOULD PULL TO THE RIGHT IN WET WEATHER CONDITIONS. WHEN THE PADS WERE REPLACE THE VEHICLE WOULD PULLED TO THE LEFT AT ANYTIME. DEALER REMEDY THE PROBLEM. VEHICLE HAS BEEN TO THE DEALER 8 DIFFERENT TIMES.

CONTINUED ON BACK (REVERSE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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FOR AGENCY USE ONLY

438

Date Received

CO JUN 12 PM 2:40
25-MAY-2000
DEFECTS INVESTIGATION

Od or
rd dr
od rt
up ltr

Reference No.

852563

OWNER INFORMATION (Type or Print)

611042

Work Number

Home Number

Do you authorize NHTSA to release your name and address to the vehicle manufacturer?

☒ YES☐ NO

In the absence of a signature, your name and address to the vehicle manufacturer.

Signature of Owner

Date 6/1/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1LNFM82W2WY690354

Vehicle Make

LINCOLN

Vehicle Model

TOWN CAR

Vehicle Year

1998

Current Odometer Reading

22,424

Purchase Date

4/1/98

Dealer's Name Magarino Ford

Engine Size

(CID/CC/L)

☐ Turbo☐ Diesel☒ Gas

Fuel Injection

☐ New ☒ Used

City Sussex State NJ Zip Code

No Cylinders

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt ☐ Motorbelt☒ Driverside Airbag ☐ 2-Point Belt☒ Passengerside Airbag

Cruise Control

☒ Yes☐ No

Drive Train

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Utl☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

03250008

Part Name(s)

BRAKES:HYDRAULIC:ANTI-SKID SYSTEM

Location

☒ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☒ Replacement

No of Failures

8

Date(s) of Failure(s) 22-MAY-2000

Mileage at Failure(s) under 100 & ever since

Vehicle Speed at Failure(s) any speed

Failed Part(s)

Available?

☒ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

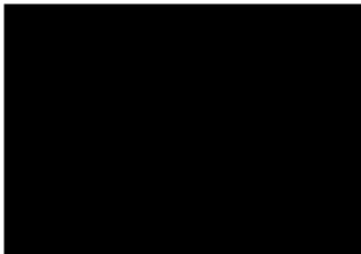
☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE WOULD PULL TO THE RIGHT IN BAD WET WEATHER CONDITIONS. WHEN THE PADS WERE REPLACED VEHICLE WOULD PULL TO THE LEFT AT ANYTIME. DEALER RESOLVED THE PROBLEM. VEHICLE HAS BEEN TO THE DEALER 8 DIFFERENT TIMES. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



June 22, 1998

Jim O'Sullivan
Lincoln-Mercury Division
P.O. Box 6031
Dearborn, MI 48121-6031

re: 1LNFM 82W2W Y6903 54

Dear Mr. O'Sullivan,

I have been a Ford product owner for over 45 years. The last car I purchased was a 1984 Lincoln Town car. I drove it 135,000 miles with little to no problems at all. It was without a doubt the best car I ever had. For this reason on April 1, 1998, I leased a 1998 Lincoln Town car without even test driving it.

I drove the car 2000 miles to date and experienced positive and negative satisfaction.

The car handles, brakes, rides, no road noise, and accelerates wonderfully.

I purchased a premium stereo with the car but it does not perform as well as my 1984 Town car. The sound quality is not equal to other cars I compared it with. When I play the AM, the radio will lose the audio under a bridge, overhead road signs, and roads that are lined with high trees. My wife has a Concorde with none of the problems I have, and she also has a single disc CD player. One would think a luxury car such as a Lincoln should have at least a similar CD player as standard equipment.

I am very displeased with the performance of the stereo.

I have a cellphone and in order for me to plug the power cable into the cigarette lighter, I have to pull the ash tray/cup holder out to plug it in. This is a no 'brainer' idea, try it and see what I mean.

This is the first car I have ever leased and I am thankful that I have only 24 months remaining. I do not expect to own another Lincoln.

A displeased customer,



July 21, 1998

Jim O'Sullivan
Lincoln-Mercury Division
P.O. Box 6031
Dearborn, MI 48121-6031

re: 1LNFM82W2WY690354

Dear Mr. O'Sullivan,

It has been one month since I sent you the enclosed letter. To date you have not responded, indicating you must be aware of the problems that are present in this car or you have no answer to correct them.

I have encountered more negative issues:

Every time I depress the brake pedal, the radio responds with a static sound.

The accelerator pedal is at an angle that requires me to extend my toe well beyond the normal 90 degree angle. This is tiring and uncomfortable when driving more than local trips.

Storage of road maps is only on the drivers side. Normally the passenger reads the maps while traveling but there is no place on the passengers side to store the information.

I do hope you can take the time to answer me, waiting for your reply.

Remaining the same,

cc: Honsdale Lincoln-Mercury Inc.
Consumer Reports

4

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October 4, 1998

Mr. Alex Trotman, Chairman
Ford Motor Company
The American Road
P.O. Box 1899
Dearborn, MI 48121-1899

re: waiting reply of 1998 Lincoln Town Car

Dear Mr. Chairman,

Enclosed are two previous letters written to your company. To date I have not received an answer. I do not understand why I have not received any correspondence to my letters of June 21, 1998 and July 22, 1998.

I hope you will find the time to have someone get back to me with a reply.

Sincerely yours,

[REDACTED]
cc: Horsdale Lincoln-Mercury, Inc.
Consumer Reports



November 11, 1998

William Ford, Jr. President
Ford Motor Co.
The American Road
P.O. Box 1899
Dearborn, MI 48121-1899

re: previous correspondence ignored

Dear Mr. Ford,

I should not be writing to you about this issue. The way my concerns have been ignored is so unbecoming of a company such as Ford Motor Co. My opinion has changed about your company and it does reflect in my comments to others when they ask me about the Towncar.

I am still waiting for an answer and maybe you will take the time to answer this letter.

Sincerely yours,




Henry Kozak
Magarino Ford Mercury
375 Route 23n
Sussex, NJ 07461

March 3, 1999

re: brakes and front end problems-1LNFM82W2WY690354

Dear Hank,

We just arrived from a 3000 mile trip from Florida and I would like to give you a report.

My wife and I left for Florida the next day after the car was serviced. The brakes appeared to work fine for the first half hour and the brakes started to pull to the left at times. Wet weather was not a factor at this time.

This was the first time I went on trip beyond a 100 miles with the Lincoln. I found several conditions not functioning properly. I will try to give you as much detail as possible to make your diagnosing easier.

The brakes for instance, can pull to either side, mostly to the left. When slowing down to a stop the brakes pull to the right.

During highway driving at 75 miles per hour, I have to fight the steering wheel to keep the car steady. To give you a better picture it is like driving in high winds. My wife complained about my jerky driving, I did not tell her what I thought. When my wife drove I noticed her hands on the steering wheel she was always moving her hands left to right to steady the car.

When driving at 45- 55 miles per hour and accelerating, and acceleration is released the car drifts to the left and when acceleration is resumed the car wants to go to the right

There is something loose or whatever on the left side of the front end. While entering or exiting a driveway, where there is a low end between road and driveway, and the steering is turned fully to the left, there is noise and crunching on the left side.

Hank , I hope this will help to correct these problems.

Sincerely,



3

5


March 10, 1999

Dispute Settlement Board
P.O. Box 5120
Southfield, Michigan 48086-5120

re: 1LNFM82W2WY690354

Dear Board Member,

On four separate occasions I have send to various personal, documentation as to my dissatisfaction with my 1998 Lincoln Town car. To date I have not received an answer from any one on this matter.

I have developed more problems with the car and returned it to the dealer to resolve. To date it remains the same.

I am enclosing copies of the documentation's sent to different personal.

My request to you is resolve these issues, replace the vehicle, or return the funds that I have given you.

I am not one who likes to litigate but if that is the only way, so be it.

After ten months on trying to resolve these issues, my patience is just about gone.

Yours truly,


cc: enclosures

P.S. I just called 800 521 4140 and spoke to a representative named Lawrence. He was extremely helpful in assisting me. He was the first person I ever spoke to from Ford MC.

800-777-3116

Subject: 1LNFM82W2WY690354

Date: Thu, 18 Mar 1999 11:51:15 -0600

From: [REDACTED]

To: Credit Manager <www.fordcredit.com@ptd.net>

Dear Credit Manager,

I just sent you my April payment. This is my last payment that I will make directly to you. All future payments will be made to my attorney, Jim Fox in Newton, NJ. He will keep the funds in escrow until my car is properly restored to the condition it should be.

I have sent letters of my complaint to four different people in the Ford Motor Co,

July 21, 1998 & June 22, 1998

Jim O'Sullivan
P.O.Box 6031
Dearborn, MI

October 4, 1998

Alex Trotman
P.O. Box 1899
Dearborn, MI

November 11, 1998

William Ford, Jr.
The American Road
P.O. Box 1899
Dearborn, MI

March 3, 1999

Magarino Ford
375 Route 23n
Sussex, NJ

March 10, 1999

Dispute Settlement Board
P.O. Box 5120
Southfield, MI

I have been paying my lease payments for a Lincoln Town car. It is one year I am trying to get a response from any one I wrote to. To this writing I have not received an answer from no one. I spoke with a Mr. Lawrence who was extremely helpful in trying to make sure I will get a response from someone. Still waiting.

[Handwritten signature]

[REDACTED]

DSB Administration
P.O. Box 1424
Waukesha, WI 53187 - 1424



March 24, 1999



VIN 1LNFM82W2WY690354

Dear Richard Hunsicker:

This letter is to acknowledge the receipt of your DSB application and to provide you with your DSB Case No: 1637492928. The following concern(s) listed in your application is(are) eligible for Board review:

CONCERN

Brakes
Alignment
Front End Noise

POSSIBLE APPLICABLE WARRANTY:

Bumper To Bumper
Bumper To Bumper
Bumper To Bumper

The Board's jurisdiction may not cover all the concerns listed in your application and, consequently, they may not be eligible for Board review. The rules and guidelines of Ford's DSB program are contained in the DSB brochure.

Consistent with Board procedures, you may be re-contacted by your dealer and/or a Ford Motor Company representative in an effort to resolve your case. If a mutually satisfactory resolution is not achieved, your case will be forwarded to the Board for review. Since the Board meets once a month, some cases may take longer than 30 days before being reviewed.

You will be sent a letter advising you of the Board's decision within 7 to 10 days following the Board meeting.

Questions regarding the status of your case can be directed to Ryan Charles or Liz Webster at (800) 688-2429.

Sincerely,

DSB Administration

Reminder : Non-warranty concerns are beyond the Board's jurisdiction. The Board's jurisdiction encompasses only concerns which are within the new vehicle Limited Warranty.

DISPUTE SETTLEMENT BOARD - COMPANY STATEMENT

40 DAY DELAY CODE:

CASE NUMBER: 1637492928

Owner Name: [REDACTED]

Vehicle Model: Towncar

Year: 1998

VIN: 1LNFM82W2WY668054

WSD: 4/1/1998

Current Mileage: 8,243

New Vehicle Purchase: ☒Used Vehicle Purchase: ☐

Mileage at purchase: _____ Miles

New Leased Vehicle: ☐

Lease Term: _____ Months / _____ Miles

ESP: ☐

Type: _____ Years / _____ Miles

Selling Dealership: Magarino Ford

Servicing Dealership: Magarino Ford

1. Has a Ford representative contacted the customer about the concern(s)? YES

DRS contacted the customer 4/27/99 to discuss the details of the concern.

2. What is the customer's unresolved warranty concern(s)?

The vehicle pulls when the brakes are applied. The left side of the vehicle makes a crunching noise. The vehicle also pulls when accelerating.

3. Has a Ford representative inspected or test-driven the vehicle? NO

4. How many times has the vehicle been in for the same warranty concern(s)?

2 - brake repair

5. How many days has the vehicle been out of service for warranty concern(s)?

3

DSB/amt

MAY 25 1999

RECEIVED

6. What actions have been taken to resolve the concern(s) prior to Board review?

DRS contacted the customer on 4/27/98 and presented an offer of an inspection and, if necessary, further repair to be performed by the FSE. The customer was to be provided with alternative transportation while the inspection/repair took place.

The customer accepted the prior resolve offer.

The DRS was currently in the process of scheduling the FSE inspection/repair.

On 5/11/99 the customer contacted DSB administration and indicated he wished to have his case reopened and proceed with Board review.

Warranty History

Brakes

1/4/99 (mileage 4,652) The brakes pull to the right in wet weather. Magarino Ford deglazed the linings.

1/22/99 (mileage 4,835) The brakes pull to the left in wet weather. The front disc pads were replaced by Magarino Ford.

Alignment

3/4/99 (mileage 8,060) The vehicle pulls when driving. Magarino Ford performed a 2-wheel alignment.

Front End Noise

3/4/99 (mileage 8,060) The front end makes a noise when turning. Magarino Ford was unable to verify the concern with the vehicle.

Signature: Thelma Perry Title: Dispute Resolution Specialist Date: May 25, 1999

Please fax your reports to 414-549-6744 when completed or mail it to the address on the attached letter. Fax is preferred for timing reasons.



Attn: Service Manager - Immediate Action Required

Case Open Date: 3/24/99 Owner's Name: [REDACTED] Vehicle Model: CONTINENTAL
 Region Number: 13 VIN: 1UW8 Model Year: 98
 Case Number: 1637492908 Dealer Name: MAGARINO FORD / MER Current Mileage: 8068

- 1.) Have you or someone from your department spoken with the customer about the concern(s) listed on customer's application?

Yes ☒ No ☐

Please explain: HAVE SPOKEN TO OWNER SINCE LAST VISIT ON 3-4-99 ROLL 6927 COULD NOT VERIFY HIS CONCERNS HAS BEEN INVITED TO ROAD TEST WITH US & HAS NO SHOWED ON 4 OCCASIONS - DID CALL TO CANCEL

- 2.) Have you or someone from your department inspected or test driven the vehicle for the concern(s) listed on the application?

☒ ☐

Please explain:

COULD NOT VERIFY CONCERNS

- 3.) Does this vehicle show signs of abuse or lack of maintenance? DSB Agm.

☐ ☒

If yes, please explain:

4-1-99

RECEIVED

- 4.) Has a Ford Market Area Team member (CSM, FSE or DOM) been involved? If yes, how?

☐ ☒

- 5.) Was the customer offered a loaner or other courtesy transportation during service?

☒ ☐

- 6.) How many days has the vehicle been out of service for the Ford warranty concern(s) listed on the customer's application? 3

- 7.) What additional actions, if any, have been taken to assist with the customer's concern(s)?

WOULD LIKE TO ADDRESS HIS CONCERNS WITH HIM & RESOLVE THE ISSUES

Signature: Shirley Kyel

Title: SR MGR

Date: 4/1/99

Please attach any additional comments on a separate page.

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INDEXED
42

TERMS ☐ CASH ☐ CREDIT CARD ☐ CHARGE ☐ O.D.B.I.
☐ CALL WHEN READY ☐ YES ☐ NO
SALESMAN'S NAME ☐ YES ☐ NO
APPOINTMENT ☐ YES ☐ NO

VEHICLE NO. 1 L N F M B 2 N 2 W Y 6 9 0 3 5 4
CUSTOMER NO. 12774
DATE TIME RECEIVED 01/02/99 06:00 PM
LABOR RATE

98/10000/CONTINENTAL/4DR SUN
CUSTOMER NO. 12774
DATE TIME RECEIVED 01/02/99 06:00 PM
LABOR RATE

DELIVERY DATE
DELIVERY MILES
EXPIRATION DATE
ORIGINAL ESTIMATE
PARTS
LABOR
TOTALS
400 REPAIRS AUTHORIZED BY
DATE
TIME
P.S.

LABOR INSTRUCTIONS

CHECK BRAKES
BRAKES PULLS TO THE RIGHT WHEN BRAKING

SOUND SYSTEM
POOR RECEPTION

Signs Tree Lined Roads
Going under underpass overhead

5000 MILE SERVICE
CUSTOMER REQUESTS 5000 MILE SERVICE

DATE AND MILEAGE AT TIME OF VEHICLE RECEIPT
DATE
MILEAGE (NO TENTHS)
14656
MICRO REFERENCE NUMBER
CHECK (IF APPROPRIATE BOX)
CLIPPING SERVICE
AUTHORIZATION TO
SUBMIT CLAIM
PARTS
LABOR
TOTAL
CROSS REF. NUMBER
OPEN SERVICE RECORDS
REPAIR 1
REPAIR 2
REPAIR 3
AUTHORIZATION NUMBER
COMMITMENT NUMBER
SERVICE INSTALLED PARTS
DATE INSTALLED
NO. OF MILES
ORIGINAL R.O. NUMBER
SUB TOTAL
ALLOWANCE
PLUS
INCE DWT
LESS REC
LESS DISC
PERCENT
PERCENT
MAGARINO
FORD
MERCURY
P.O. Box 844 • 375 Route 23N
BRISBANE, N.J. 07461
(973) 702-4000

ON BEHALF OF MAGARINO FORD, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. I AM EMPLOYED BY MAGARINO FORD AND I HAVE BEEN AUTHORIZED BY MY SUPERIOR TO SIGN THIS CERTIFICATE. I HAVE BEEN ADVISED THAT IF I SIGN THIS CERTIFICATE, I WILL BE HELD RESPONSIBLE FOR THE INFORMATION CONTAINED HEREON. I HAVE BEEN ADVISED THAT IF I SIGN THIS CERTIFICATE, I WILL BE HELD RESPONSIBLE FOR THE INFORMATION CONTAINED HEREON. I HAVE BEEN ADVISED THAT IF I SIGN THIS CERTIFICATE, I WILL BE HELD RESPONSIBLE FOR THE INFORMATION CONTAINED HEREON.

MAGARINO

FORD MERCURY

P.O. Box 644 • 375 Route 23N
SUSSEX, NEW JERSEY 07461
(973) 702-8000

COMMER NO. 774	ADVISOR JEFFREY KOCH	335	TAG NO.	INVOICE DATE 01/05/89	INVOICE NO. F0C85489
	LABOR RATE	VRH1	4632	STOCK NO.	
	VEHICLE MAKE / MODEL	08/LINCOLN CONTINENTAL/4DR SDN		DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO.	1LNFM82W2WY690354		SALESMAN / DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			R.O. DATE	
	BUSINESS PHONE	COMMENTS		MO-4858	

JOB# 1 CHARGES

LABOR
J# 1 40FDZ
CHECK BRAKES
BRAKES PULL TO THE RIGHT WHEN RAINING
ROAD TESTED VEHICLE NPF REMOVED ALL WHEELS INSPECTED LININGS
DRUMS ROTORS OK DEGLAZED LININGS

TECH(S): 327

WARRANTY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX F0CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 52FOZ04
SOUND SYSTEM
POOR RECEPTION
REMOVED ANTENNA LEAD TO CLEAN CONNECTIONS

TECH(S): 327

WARRANTY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX F0CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 01FOZ005
5000 MILE SERVICE
CUSTOMER REQUESTS 5000 MILE SERVICE
LUBED CHASSIS CHANGED OIL & FILTER MAINTAINED ALL FLUID LEV
ELS, ROTATED TIRES & SET PRESSURES TO SPEC

TECH(S): 327

24.50

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	FL-820-S	FILTER 956738	10.27	4.95	7.50
	5	OIL		1.50	1.50	12.45
TOTAL PARTS						20.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX F0CS JOB# 3 TOTAL 24.50

JOB# 4 CHARGES

LABOR
J# 4 70FDZ12
COURTESY TRANSPORT
ENTERPRISE RENTAL

TECH(S): 110

INTERVAL

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX F0CS JOB# 4 TOTAL 0.00

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

14:19:36

DISCONTINUOUS

[illegible][illegible][illegible]

[illegible]

COMMENT: : WAITING

BRAKES PULL
REPAIR BRAKES PUL TO THE LEFT IN WET WEATHER

LABOR INSTRUCTIONS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

DATE AND MILEAGE AT TIME OF VEHICLE RECEIPT		MILEAGE (NO ZEROES)	
DATE		4/8/35	
MO	DAY	YR	
INC. NO. REFERENCE NUMBER CHARGE (A) APPROPRIATE BOX			
☐ CLAIM ☐ REPAIR	☐ AUTOMOBILE TO ☐ TRUCK/CRANE	☐ PARTS ☐ LABOR/OUT	☐ PARTS ☐ LABOR/OUT
PARTS		LABOR	TOTAL
ENGINE REPAIR JAMBERT OPEN SERVICE RECORDS			
REPAIR #1		REPAIR #2	REPAIR #3
AUTOMOBILE NUMBER		COMMENT NUMBER	
SERVICE INTERVAL (DAYS) DATE RECEIVED / MONTH / YEAR		RETURNED DATE / MONTH / YEAR	
MO	DAY	YR	DATE / MONTH / YEAR
MAGARINO P.O. Box 644 - 375 BIRMINGHAM, AL 35201 (205) 702-5000			
SUBTOTAL AL GROSS AL DISC AL TAX AL TOTAL	AL GROSS AL DISC AL TAX AL TOTAL	AL GROSS AL DISC AL TAX AL TOTAL	AL GROSS AL DISC AL TAX AL TOTAL

MAGARINO

FORD MERCURY

P.O. Box 644 • 375 Route 23N
SUSSEX, NEW JERSEY 07461
(973) 702-8000

STOCKER NO. 2274	ADVISOR HENRY S. KOZAK JR. 110	TAB NO.	INVOICE DATE 01/22/99	INVOICE NO. FOCS5892
	LABOR RATE VRMT	MILEAGE 4835	ORDER REDI	STOCK NO.
	VEHICLE MAKE / MODEL 887 INCOLA/CONTINENTAL 400R SDN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. T1NEM82W2WY680354		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 01/22/99	
BUSINESS PHONE	COMMENTS MO: 4835			

JOB# 1 CHARGES

LABOR
J# 1 40FOZ10 BRAKES PULL TECH(S): 327
REPAIR BRAKES PULL TO THE LEFT IN WET WEATHER
ROAD TEST TO VERIFY CONCERN REPLACE FRONT DISC PADS
RE-ROAD TEST OK

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	FBAZ-2001-CA	SHOE AN 343378		
TOTAL - PARTS					0.00

WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

COMMENTS
WAITING

TOTALS

*****	TOTAL LABOR	0.00
*****	TOTAL PARTS	0.00
*****	TOTAL SUBLET	0.00
*****	TOTAL G.O.G.	0.00
*****	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
*****	TOTAL TAX	0.00
*****	TOTAL INVOICE \$	0.00

-----THANK FOR SERVICING YOUR VEHICLE AT
MAGARINO FORD/MERCURY
-----100% CUSTOMER SATISFACTION IS OUR #1 GOAL-----
IF YOU FEEL WE HAVEN'T ACHIEVED THIS, PLEASE LET US KNOW
"HANK KOZAK" SERVICE MANAGER

CUSTOMER SIGNATURE

2685#

TECHNICAL COURSES

OK Brakes you left in and weather road test verify correct
Negative Post ride no hand test etc

TECHNICIAN COMMENTS WORKING TIME IN CHARGE	RER PER MIN	GENERAL TIME CODE	FILING SECTION	LABOR RECORD		TIME DECODE
				TIME NO	STARTING TIME	
CB Bakes gun left in wet weather and test verify covers Regime Root Box Re-And test ok						13
						14
						15
						16
						17
						18
						19
						20
						21
						22
					23	
					24	
					25	
					26	
					27	
					28	
					29	
					30	

STRAIGHT TIME NO	FLAT RATE PRICE	R.O. NO	DATE	TIME ON	TIME OFF
9	329	5852	1/22	19	5

19

VEHICLE NO. 118262MY690354	YEAR MAKE MODEL N. CONTINENTAL/4DR SDN	36X	STOCK NO.	UPHILL NO.	P.O. NO.
DATE OF PURCHASE 12/27/98	QUOTA 12/27/98	36X	DELIVERY MILES	SELLING DEALER NO.	RD. DATE 12/04/99
SERVICE CONTRACT	CONTRACT NO.	36X	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
TECHNICAL	DATE	36X	CHASSIS ESTIMATE	AUTOMATIC ADDITIONS	CARD NO.
TECHNICAL	DATE	36X	PARTS 1	PARTS 4	MILEAGE IN
TECHNICAL	DATE	36X	LABOR 1	LABOR 4	TRANS
TECHNICAL	DATE	36X	TOTAL \$	TOTAL \$	AIR COND.
TECHNICAL	DATE	36X	ADDITIONAL REPAIRS AUTHORIZED BY	DATE	TUNING
TECHNICAL	DATE	36X	YEAR	YEAR	P.S.

LABOR INSTRUCTIONS

DRIFT AT HIGHWAY SPEEDS LIKE FIGHTING WINDS
STATE INSPECTION
CUSTOMER REQUEST NEW JERSEY STATE INSPECTION.

7 1 03F0Z

3 M 15P0Z11

SUSPENSION NOISE
CRUNCHING NOISE FROM LEFT FRONT WHEN TURNING UPHILL FROM
LEVEL ON A LEFT HAND TURN

DATE AND MILEAGE AT TIME OF VEHICLE RECEIPT

DATE

MILEAGE (NO TENTHS)

18068

MO

DAY

YEAR

MICRO REFERENCE NUMBER

CHECK (X) APPROPRIATE BOX

CLAIMS

AUTHORIZATION TO

PARTS

SCRAP OUT

TOTAL

PARTS

LABOR

TOTAL

CROSS REF. NUMBER

OPEN SERVICE RECALLS

REPAIR 1

REPAIR 2

PROGRAM CODES

AUTHORIZATION NUMBER

COMMITMENT NUMBER

DATE INSTALLED

INSTALLED MILEAGE

DATE TESTING

TESTING OWNER

ORIGINAL P.O. NUMBER

SUB TOTAL

ALLOWANCES

SALES PRICE DFT.

USE

PROBABLE PERCENT

PROBABLE PERCENT

MAGARINO

FOLD MERCURY

P.O. Box 644 • 375 Route 23N

BUSSEY, N. J. 07461

(973) 702-8000

SUB TOTAL

ALLOWANCES

SALES PRICE DFT.

USE

PROBABLE PERCENT

PROBABLE PERCENT

PROBABLE PERCENT

PROBABLE PERCENT

PROBABLE PERCENT

MAGARINO

FORD MERCURY

P.O. Box 644 • 375 Route 23N
SUSSEX, NEW JERSEY 07461
(973) 702-8000

STONER NO 2774	AGE/SEX JEFFREY KOEN 335	TAG NO.	INVOICE DATE 03/11/88	INVOICE NO. FOCS6827
	LABOR RATE	LICENSE NO. VRI1	COLOR RED	STOCK NO.
	YEAR / MAKE / MODEL 98/1/COLINCONTINENTAL/4DR SDN	MILEAGE 8080	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 11NFM82W2WY680354		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.L.C. DATE 03/04/88	REPRINT# 1
	BUSINESS PHONE	COMMENTS	MO: 8068	

JOB# 1 CHARGES

LABOR
J# 1 40F0Z10 BRAKES PULL TECH(S): 310 WARRANTY
PULLS TO THE LEFT OR RIGHT AT HIGHWAY SPEEDS
ALSO WILL PULL WHEN LETTING OFF GAS
ROAD TESTED NEED TO CHECK ALIGNMENT NO PROBLEM FOUND
EXCEPT SLIGHT WANDER PERFORMED 2 WHEEL ALIGNMENT SET
FRONT CAMBER AND CASTER AND SET TOE TEST DROVE OK

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 03F0Z STATE INSPECTION TECH(S): 110 INTERNAL
CUSTOMER REQUEST NEW JERSEY STATE INSPECTION
PERFORMED STATE INSPECTION
SUBLET PO# 3711 VEND INV# INV DATE DESCRIPTION
03/10/99 ST INSP MUNSICKER TOTAL - SUBLET 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX FOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 45F0Z11 SUSPENSION NOISE TECH(S): 310 INTERNAL
CRUNCHING NOISE FROM LEFT FRONT WHEN TURNING UPHILL FROM
LEVEL ON A LEFT HAND TURN
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME
ROAD TESTED VEHICLE TRIED TO DUPLICATE WHAT CUSTOMER
DESCRIBED AS DRIVING CONDITION LUBED STEERING STOPS
PUT ON LIFT CHECKED SUSPENSION FOR LOOSENESS INSPECTED
UNDER CARRIAGE CHECKED FRONT AND REAR SWAY BARS BODY MOUNT
S CHECKED BRAKES PULLED ALL WHEELS OK CHECKED OILS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX FOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 470F0Z12 COURTESY TRANSPORT TECH(S): 110 INTERNAL
LOANER CAR
SUBLET PO# 3595 VEND INV# INV DATE DESCRIPTION
0463168 03/10/99 LOANER MUNSICKER TOTAL - SUBLET 0.00

Dispute Settlement Board
P.O. Box 1424
Waukesha, WI 53187-1424



Case Number: 1637492928.b
Meeting Date: June 4, 1999
VIN: 1LNLM82W2WY690364

June 8, 1999

Your case, involving your 1998 Lincoln Town Car, has been evaluated at the Dispute Settlement Board's most recent meeting.

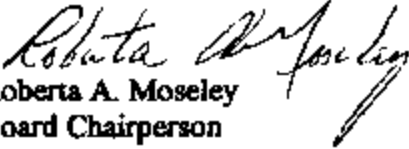
The Board's decision, based on a review of the information submitted by you, the dealer, and Ford Motor Company, denies your request for a vehicle refund or replacement. The Board requests that you take your vehicle to your servicing dealership for further repair of the brakes, steering/alignment and radio concerns you reported because they remain unresolved. The Board directs these repairs be performed under the supervision of a Ford Field Service Engineer. For your convenience, Ford Motor Company will provide you with a vehicle for your use during these repairs. The Board determined that the front end noise concern could not be confirmed. The Board based this decision on the Company Report and your oral presentation.

Please return the enclosed "Acceptance or Rejection of Decision" Form within 14 days of this letter date. Should the form not be received within 14 days, it will be considered to be a rejection of the decision. If you accept the award, contact Ms. Thelma Perry at (313) 845-5157 to schedule an appointment for the vehicle repair. Every effort will be made to complete this award within 30 days following our receipt of the form.

The Dispute Settlement Board is an arbitration process. Once accepted by the customer, the Board's decision is binding on Ford and the dealer. Customers, however, may reject such decisions and, if they choose, are free to pursue other rights and remedies available under state or federal law. These decisions may be introduced into evidence by any party in subsequent legal proceedings.

On behalf of the other Board members, I wish to express our appreciation for the opportunity to review your request.

Sincerely,


Roberta A. Moseley
Board Chairperson

Enclosure

cc: Ford Motor Company
Magarino Ford



Dispute Settlement Board

ACCEPTANCE OR REJECTION OF DECISION

DATE: _____ DISPUTE SETTLEMENT BOARD CASE NO. 1637492928.B

CONSUMER _____ DEALER: _____

Attached is the decision the Dispute Settlement Board reached in your dispute. We ask that you take a few minutes now to review the decision and **DECIDE WHETHER YOU WISH TO ACCEPT OR REJECT IT.**

PLEASE COMPLETE THE FOLLOWING AND RETURN IT TO US PROMPTLY.
IF THIS FORM IS NOT RECEIVED BY US WITHIN 14 CALENDAR DAYS, WE WILL
ASSUME THE DECISION HAS BEEN REJECTED BY YOU.

_____ I accept the Dispute Settlement Board decision as it is stated. I understand this means:

- Ford Motor Company will be legally bound to abide by the decision.
- I will cooperate with Ford Motor Company so that the directed action may take place.

_____ I reject the Dispute Settlement Board decision. I understand this means:

- Ford Motor Company will not be obligated to perform any part of the decision.

CUSTOMER'S SIGNATURE _____ DATE: _____

NOTE: You may pursue other legal remedies available under state or federal law if you reject the Dispute Settlement Board's decision. The board's decision may be introduced as evidence by you or the manufacturer in any civil court action relating to any issue considered in this matter.

Please fold and staple to form a self mailer as shown on the reverse side.

MAGARINO

FORD MERCURY

P.O. Box 644 • 375 Route 23N
 SUSSEX, NEW JERSEY 07461
 (973) 702-3000

CUSTOMER NO. 12774	ADV/SOR HENRY S. KOZAK JR 110	TAG NO.	INVOICE DATE 07/02/98	INVOICE NO. FOCS10370
	LABOR RATE	LICENSE NO. VRH1	MILEAGE 10083	COLOR RED
	YEAR / MAKE / MODEL 88/LINCOLN/CONTINENTAL/4DR SED	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1LNFM82W2WY680354	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.D. NO.	F.O. DATE 07/02/98	
BUSINESS PHONE	COMMENTS MO: 10084			

JOB# 5 TOTALS-----

JOB# 6 CHARGES----- JOB# 5 JOURNAL PREFIX FOCS JOB# 5 TOTAL 0.00

LABOR-----
 J# 6 51FOZ BODY ELECTRICAL TECH(S):110 WARRANTY
 CUSTOMER STATES POWER MIRROR SWITCH WILL STICK IN THE DOWN P
 OSITION
 REMOVED THE SWITCH & REPOSITIONED IN THE BEZEL

JOB# 6 TOTALS-----

JOB# 7 CHARGES----- JOB# 6 JOURNAL PREFIX FOCS JOB# 6 TOTAL 0.00

LABOR-----
 J# 7 70FOZ12 COURTESY TRANSPORT TECH(S):110 WARRANTY
 PROVIDED RENTAL AT N/C TO OWNER

JOB# 7 TOTALS-----

JOB# 7 JOURNAL PREFIX FOCS JOB# 7 TOTAL 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK OK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL S.O.B....	0.00
*****	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

-----THANK FOR SERVICING YOUR VEHICLE AT
 MAGARINO FORD/MERCURY
 !!!!! FOR YOUR CONVENIENCE OUR SERVICE AND PARTS DEPTS !!!!!
 ARE OPEN TILL 8:00 PM THURSDAY EVENINGS
 AND SATURDAYS TILL NOON

CUSTOMER SIGNATURE

**P.O. Box 644 • 375 Route 23N
SUSSEX, NEW JERSEY 07461
(973) 702-8000**

OPERATION	OPERATION DESCRIPTION	NEW	TOTAL	OPERATION	OPERATION DESCRIPTION	MCHS	TOTAL
CUTTING	10000 BOLT SERVICE	E1					

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01-04-97	6797	0060	355	310	W	40F0210	REPAIRS FRI
				110	I	0810	WHEEL TIGHTENING
				310	I	40F0211	CO-SPENSION JOINT
				110	I	70F0712	NOISE TESTING
01-27-97	2892	4000	110	307	W	40F0210	REPAIRS FRI
01-27-97	2892	4000	110	307	W	40F0210	REPAIRS FRI

[illegible]

Dispute Settlement Board
P.O. Box 1424
Waukesha, WI 53187-1424



Case Number: 1637492928.c
Meeting Date: September 3, 1999
VIN: 1LNLM82W2WY690364

September 7, 1999

Dear Mr. [REDACTED]

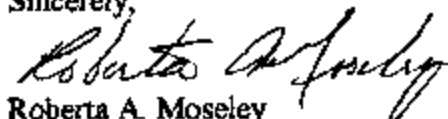
At the Dispute Settlement Board's most recent meeting, we reviewed the history and status of your case involving your 1998 Lincoln Town Car, as reported in the statements and supporting documents submitted by you, the dealer, and Ford Motor Company.

After careful consideration of this information, the Board has concluded that the front end noise concern you reported has been repaired. In addition, the Board finds that the brake and steering concerns could not be duplicated. Further, the Board determined that the radio concern is not a warranty concern and is not within its jurisdiction. Therefore, the Board finds that no further action can be taken and your request for a vehicle repair or replacement or reimbursement is denied. The Board notes that your request for reimbursement of consequential damages is not within its jurisdiction. The Board based this decision on the Company Report.

Decisions by the Board are binding on the dealer and Ford, but not on consumers who are free to seek remedies available under State or Federal law. The decisions of the Board, however, may be introduced into evidence by any party in any subsequent legal proceedings that may occur.

On behalf of the other Board members, I wish to express our appreciation for the opportunity to review your request.

Sincerely,


Roberta A. Moseley
Board Chairperson

cc: Ford Motor Company
Magarino Ford

Subject: help

Date: Mon, 27 Sep 1999 21:52:08 -0500

From: [REDACTED]

To: customer@ptd.net, relations@ptd.net, Customer Service Rep <fcinfo@ford.com>

Richard Hunsicker
40 Summit Road
Sparta, NJ 07871
973-729-7089
acct#BSN455JGQ5

Sept. 27, 1999

Dear Customer Service Rep,

I spoke to Julie at FMC. She gave me your e-mail and postal address. I am having serious problems with my car, 1LNFM82W2WY690354. She said I should explain the situation and you can resolve this issue.

I took possession of the 98 town car on April 1st, 1998. The first day I drove home was a rainy day and the brakes were pulling to the right while applying the brakes. It is now September 27, 1999 and my brakes are worse than when I first drove the car.

I have written to: Jim O'Sullivan twice, Alex Trotman, William Ford, Jr., and have never received an acknowledgement of my letters. Five visits to the dealership, Two hearings at the DSB. I am farther away from solving my car problems than ever.

It appears I am being stone walled no matter where I go in the Ford Motor Co. The FMC personnel are the only ones who are trying to help me. Every time they give me a phone number to call or write I am rejected.

For my last DSB hearing I sent them a fax explaining I have video and audio proof of my complaint and they refused to look at the tape.

When I called Customer Service, 800-392-3673, I spoke with Paul, got nowhere with him so I asked to speak to his supervisor and he refused. I spoke with Dolly at FMC and she told me to call customer service again and I should insist on speaking to the supervisor. I called again and spoke to Robert who refused to let me speak to a supervisor. He told me to hire a lawyer if I want this to be resolved.. I tried calling Dolly again because she had been helpful but she has not returned my calls.

Today I spoke with Julie and she told me to contact you before I proceed to hire an attorney. I know this sounds like a long involved story but I really want to speak with someone so I can explain it all before I resort to an attorney.

Sincerely

Richard Hunsicker

7297089

101454

CONDIT FORD

66 Route 208 North • Newton • New Jersey • 07860

(973) 383-2800

Fax: (973) 383-2341

INVOICE

PAGE 1

S:

SERVICE TEAM:

3872 SCOTT HAGGERTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	LOT LOG
ED	1998	LINCOLN TOWNCAR	1LNFM82W2WY690354	VRH1	15101/15219	
PROMISED	PO NO.	PAYMENT	DATE COMPLETED			
17:00 05NOV99		CASH	10NOV1999			

TIME/DATE IN TIME/DATE FINISHED

1:26 21OCT99 11:35 10NOV99

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

PLEASE ROADTEST VEHICLE CUST FEELS IT PULLS LEFT SOMETIMES WHEN
BRAKING AND ALSO THEY SQUEAL WHEN HOT PLEASE CHECK
USE: RUN OASIS ROAD TEST EXTENSIVELY COULD NOT VERIFY D RIFT PULL AT
ALL ONE TIME DID HERE SLIGHT SQUEEK T HAT IS NORMAL, ROAD TEST
ABOUT 90 MILE

NPF NO DESCRIPTION PROVIDED - REPLACE

5745 WP 0.60

(N/C)

FC: H06 42 PART#: NPF COUNT:

CLAIM TYPE:

AUTH CODE:

5745

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

* CUSTOMER STATES RADIO RECEPTION POOR LOWER STATIONS UNDER WIRES
BRIDGES AT TIMES

USE: TEST ANTENNA SWR REMOVE RADIO CHECK CONNECTIONS AND GROUNDS
ROAD TEST EXTENSIVELY ONLY HERE NORMAL LOWER AM BAND STATIC

NPF NO DESCRIPTION PROVIDED - REPLACE

5745 WP 0.50

(N/C)

FC: A02 42 PART#: NPF COUNT:

CLAIM TYPE:

AUTH CODE:

5745

ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

* CUSTOMER STATES BODY RATTLES IN FRONT

USE: ROAD TESTED VEHICLE EXTENSIVELY INSPECTED UNDERBOD Y SUSPENSION
AND CHASSIS UNABLE TO VERIFY CUSTOMER CONCERN AT THIS TIME NO
PROBLEMS FOUND

NPF NO DESCRIPTION PROVIDED - REPLACE

5745 WP 0.50

(N/C)

FC: B09 42 PART#: NPF COUNT:



DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DEDUCTIBLE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



OCALA LINCOLN-MERCURY

407 SO. MAGNOLIA AVENUE
TELEPHONE (352) 732-2866
OCALA, FLORIDA 34474

QualityCare
at your service

PARTS & SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 5:30 PM

TERMS: CASH OR CREDIT CARD
MASTER CARD
VISA
AMERICAN EXPRESS

P & A CODE: 11650

(CHECK (✓) APPROPRIATE BOX)		
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP CUT
\$ PARTS	\$ LABOR	\$ TOTAL

MEASURE CUT
DATE CUT

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIR OR REPLACEMENT UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. PROPOSALS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (5) YEARS FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON _____ DATE _____

TO

NJ 07871

DRIVER/OWNER INFORMATION -- INVOICE: W55930

HUNSICKER, RICHARD

40 SUMMIT RD

SPARTA

NJ 07871

HOME: (352) 867-9001

VEHICLE INFORMATION

VIN 1LNFM82N2NY620054

LICENSE NUMBER: FL 8

96 LINCOLN TOWN CAR SIGNATURE 4DR SED

DATES INSERVICE: 04/01/98 PRODUCTION: 051698

ADV: 203 THOMPSON, INVOICE: FINAL CAR W

TAX RULES: YNINN INVOICED AT: 01/28/00 14:28:34

ODMETER IN: 16695

DIST: 1FA

DATES BEGIN: 01/28/00 DONE: 01/28/00

CONCERN: 51 CHECK BRAKES BRAKES TO RIGHT WHEN PUOLS TO LEFT WHEN DRY

CORRECTION PARTS HAVE BEEN SPECIAL ORDERED

OPERATION TECH HOURS AMOUNT

SD 139 .0 B .00

SUBTOTAL

TOTAL CHARGE FOR CORRECTION .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W55930

TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE W55930

FAC WARRANTY .00

TOTAL CHARGE .00

CALL
IF YOU HAVE ANY QUESTIONS - PLEASE SEE WILBUR R. THOMPSON
PLEASE VISIT OUR WEB SITE AT WWW.OCALALINCOLNMERCURY.COM
E-MAIL US AT OCALALIN@SHITTER.NET

PAGE 1
LAST PAGE

800-219-9468

TO REQUEST FORMS OR BROCHURES CALL 1-800-888-8888 EXT. 6050

Vendor	Part Number	Description	Qty	Order #
FMC	YW7Z	2001 AA	SHOE AND	1 00026027
Ctl #	Bin Loc	Packing Slip	Mult Key	Ordered
21480	SPO			01/28/00
Received				02/01/00
Balance Due	Deposit	Invoice #	Appt #	Purchase Order
				ManyProj
				6077
Customer Name	Home Phone	Business Phone		
1998 LINCOLN	TOWN CAR	4DR SDN	1LNFM82W2WY690354	
				021698
R/O #	Advisor	Technician	Salesman	
95930	203 THOMPSON,			

Requested Action

IF ITEMS YOU ORDERED HAVE ARRIVED IN OUR PARTS DEPARTMENT.
PLEASE PICK THEM UP OR CALL OUR SVC DEPT TODAY. 2ND NOTICE!



OCALA LINCOLN-MERCURY

QualityCare
at your service

407 SO. MAGNOLIA AVENUE
TELEPHONE (352) 732-2866
OCALA, FLORIDA 34474

PARTS & SERVICE HOURS
MONDAY - FRIDAY
7:30 AM - 5:30 PM

TERMS: CASH OR CREDIT CARD
MASTER CARD
VISA
AMERICAN EXPRESS

P & A CODE: 11650

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

(CHECK 1/1 APPROPRIATE BOX)		
☐ CLAIMS REVIEW	☐ AUTHORIZATION TO SUBMIT CLAIM	☐ PARTS SCRAP OUT
\$	\$	\$
PARTS	LABOR	TOTAL

MILEAGE OUT
DATE OUT

Authorized Signature and Date

ON BEHALF OF SERVING DEALER I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR IMPROPER RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

AND LABOR LISTED BELOW:

(SIGNED) _____ DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE) _____

W56489

ADV: 213 HUGUELET, INVOICE: FINAL WAR W JL VIN 1LNFM82W2WY650354 LICENSE NUMBER: FL 8
TAX RULES: YN1NN INVOICED: 02/11/2000 10:54:19 98 LINCOLN TOWN CAR SIGNATURE 46R SDN
ODOMETER IN: 17214 DIST: 1FA DATES IN SERVICE: 040198 PRODUCTION: 031698
DATES BEGIN: 02/11/00 DONE: 02/11/00

CONCERN	SI	DESCRIPTION	OPERATION	TECH	HOURS	AMOUNT		
CORRECTION		DISC BRAKE ROTOR FRONT MACHINE ON VEHICLE - MACHINE	2001B2PT	139	.8	44.10		
	S1-1	BRAKE SHOES / PAD ASSEMBLIES - HYDRAULIC - REPLACE	2001B1FA	139	.1	5.51		
		PART NUMBER	POW	NOTE	DESCRIPTION	QTY	SELL	
		SPO YN7Z	2001 AA		SHOE AND LINING ASY	1	45.27	45.27
		PARTS: COUNT	1		ALLOWANCE:	18.11		
FACTORY		COND CODE : 42						
		FP-YW7Z2001AA						
		REPAIR TYPE 01 VISIT 1 CODES -						

INDICATIONS - FRANCHISE: N

SUBTOTAL

PARTS	63.38
LAB-MECHANICAL	49.61
TOTAL CHARGE FOR CONCERN	112.99

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W56489

PARTS	63.38
LAB-MECHANICAL	49.61
TOTAL CHARGE	112.99

PAYMENT DISTRIBUTION FOR INVOICE W56489	
TOTAL CHARGE	112.99
FAC WARRANTY	112.99

CALL

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RONALD J HUGUELET
PLEASE VISIT OUR WEB SITE AT WWW.OCALALINCOLNMERCURY.COM
E-MAIL US AT OCALALINCOLNMERCURY.NET

PAGE 1
LAST PAGE

MAGARINO

FORD MERCURY

DAEWOO

P.O. Box 644 • 375 Route 23N
SUSSEX, NEW JERSEY 07461
(973) 702-8000

CUSTOMER NO. 12774	ADVISOR HENRY S. KOZAK JR. 110	TAX NO.	INVOICE DATE 04/11/00	INVOICE NO. F0CS18161
	APPOINT RATE	SCHEDULE NO. VRH1	MILEAGE 21200	COLOR RED/
	YEAR MAKE MODEL 88/LINCOLN/CONTINENTAL/4DR SON		DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. 1LNFM82W2WY680354		SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.		R.O. DATE 04/11/00	
GROSS PHONE	COMMENTS		MO: 21200	

JOB# 1 CHARGES

LABOR
J# 1 00F0Z LDF QUICK SERVICE TECH(S):306 12.50
LUBED CHASSIS, CHANGED OIL & FILTER, MAINTAIN ALL FLUID LEVEL
SET TIRE AIR PRESSURE TO SPECS
OIL CHANGE COMPLETED
PERFORMED SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	PKFL820S-5	OIL CHANGE	12.95	12.95	12.95
	1	FL-820-S	FILTER 966738	****	****	****
	5	OIL	MOTOR O	****	****	****
TOTAL - PARTS						12.95

JOB# 1 TOTALS

LABOR 12.50
PARTS 12.95

JOB# 1 JOURNAL PREFIX F0CS JOB# 1 TOTAL 25.45

JOB# 2 CHARGES

LABOR
J# 2+11F0204 FLUID LEAK-ENGINE TECH(S):306 WARRANTY
CUST STATES OIL LEAK 1 QT EVERY 1500
MILES
INSPECTED UNDERSIDE OF VEHICLE THERE WERE NO LEAKS PRESENT

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX F0CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+52F0203 SOUND SYSTEM TECH(S):306 WARRANTY
TAPE PLAYER MAKE NOISE WHEN TAPE IS PLAYING
THE TECH WAS UNABLE TO VERIFY NOISES BECAUSE THE CUSTOMERS
TAPES ARE SELF RECORDINGS

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX F0CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+10F0201 DRIVEABILITY CONCERN TECH(S):306 WARRANTY
CUST STATES THAT THE CAR SURGES WHILE DRIVING CUST ONLY EXP
IT ONLY 3 TIMES
NGS TEST PERFORMED NO CODES FOUND DRIVABILITY PROBLEM AT TH
IS TIME

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX F0CS JOB# 4 TOTAL 0.00

Subject: Re: 1LNFM82W2WY690354 (KMM19096C0KM)

Date: Sun, 23 Apr 2000 18:09:05 -0400

From: [REDACTED]

To: Ford Credit Info <FCINFO@ford.com>

Dear Cynthia,

My wife and I returned from Florida the first week of April. I would like to bring you up to date since our last correspondence.

We left for Florida in the third week of January. On our way down we had to drive through snow, wind, and torrential down pours of rain until we reached our destination in FL.

This drive was one of the worst trips I have ever driven. The brakes were acting up so badly that my wife refused to drive the car for fear of causing an accident. I drove the entire way and was exhausted from the tension that was placed on me by the not knowing when the brakes would or would not work properly.

When I arrived in FL, I contacted Ocala Lincoln Mercury dealer in Ocala, FL. I made an appointment to service the car and I when arrived at the dealer, I explained the problems to the service manager, he said he was quite familiar with the problem, brakes squealing and pulling, because it was a common problem with this car. I left the car and was told he would call me when it was finished.

We arrived home 45 minutes later and there was a phone message, it was the dealer stating he could not repair the brakes because he had to order in special pads and it would take about a week to get them in.

I picked up the car that afternoon and the service manager explained that the pads are special for that model car.

I was notified 5 days later the pads arrived and I returned the car back to the dealer to complete the repairs. While I was at the dealer the service manager went for a test drive with me and was unable to verify a pull to the left side. I explained he will have to take it on the highway and drive it for a distance and he said he could not do that because Ford Motor Co would not pay for that time spent.

I went home and the dealer called later that day and told me to pick up the car.. He said that replaced the pads and turned the rotors. I drove it home and the brakes felt fine. I was about to write to you and tell you the brakes were fixed when after about 200 miles they started to pull to the left again. I called up the dealer and told him what is happening and asked if I could bring it in. I told him I was leaving for New Jersey within the week and I will take it to the dealer at home.

While I was in FL the car was garaged indoors and the garage floor was painted and spotlessly clean. During my stay I noticed every time when I backed out the car there was a small spot of oil on the floor and I wiped it up daily. I checked the oil and it was over a quart low on oil. I filled it to the normal level.

On the way home I told my wife we will take the car back to Magarino Ford and tell them about the brakes, oil leak, and the tape player which whines while playing.

I took the car in on April 6, 2000 for servicing and when I picked up the car the only thing they did was change the oil. They could not find an oil leak or any of the list of problems I told them about.

Here I am two years later and nothing has been done to correct the problems of the car. I am not alone with these problems. I spoke to many people in FL who have the same model of car and they are experiencing the same problems. My next door neighbor in FL worked for Ford Motor as an engineer for 30 years and has the same problems with the same answers from the dealer. He said he will never own another Lincoln. There is a flaw in the brake system and sound system as described by other owners. I am not alone in my complaint with these problems.

What is Ford Motor Company going to do about my situation?

Yours truly,


cc: Consumer Reports
Center for Auto Safety
Council of Better Business Bureaus
National Highway Traffic Safety Administration

Ford Credit Info wrote:

> Dear Dick,
>
> Thank you for contacting Ford Credit.
>
> We are sorry to hear about the difficulties you are experiencing. While
> the finance or lease contract with Ford Credit does not guarantee the
> product, nor allow for non-payment should the vehicle not be performing
> correctly, I can certainly empathize with your concern. For this
> reason, I would be happy to offer a two month payment extension, fee
> waived. A payment extension would move the two payments next due
> (2-1-2000 and 3-1-2000 payments) to the end of your lease, thereby
> extended your lease-end date by two months, from 7-1-2000 to 9-1-2000.
> Please note that although you would retain the vehicle for an additional
> two months, the original mileage allowance stipulated in your contract
> remains unchanged.
>
> Please let me know if this would be of assistance. Please also advise
> of your current address so I can ensure the extension is mailed
> correctly.
>
> Awaiting your reply. Thank you for your business and for visiting Ford
> Credit on-line.
>
> Sincerely,
>
> Cynthia Hughes
> Ford Credit
>
> Original Message Follows:
> -----
> Dear Customer Service Rep., I am writing you this letter to notify you
> of my intentions. I have spoken to so many people in the Ford Motor Co.,
> about the problems I have with my Town car and the issues have not been
> solved.. By now you have read the files on your computer and you should
> be familiar with my situation. My last contact was with a fellow named
> Robert from the local service center. I told him I paid my last payment,
> January 1, 2000 on the car and there will be no further payments until
> the car is brought up to the high standards that a Lincoln Town car
> claims to have. I have spent twenty months driving a car that does not
> perform as advertised ".....".what a luxury car should be". I will be
> leaving for three months and expect to be back the first week in April.
> This is my official notice there will be no more payments until the car
> is satisfactorily repaired. Sincerely, Richard Hunsicker

GRECCO

LINCOLN - MERCURY - MAZDA, INC.

3164 ROUTE 10
DENVER, NJ 07834
(973) 366-4900



mazda

SERVICE DIRECT: (973) 366-4900

CUSTOMER NO 23220	ADVISOR JAMES O'DELL 13	TAG NO	INVOICE DATE 05/23/00	INVOICE NO LIC108470
	LABOR RATE UV1125	WHEELS 22404	CO. CODE RED7	STOCK NO
	YEAR, MAKE, MODEL 98 LINCOLN TOWN CAR/SIGNATURE		DELIVERY DATE	DELIVERY MILES
	VEHICLE NO 1LNFM82W2WY690354		SELLING DEALER NO	PRODUCTION DATE
	FIN. NO		FIN. DATE 05/22/00	
BUSINESS PHONE	COMMENTS MO: 22408			

LABOR & PARTS-----
JOB # 1 02LIZ BRAKES HOURS: 1.30 TECH(S):55 WARRANTY
CUSTOMER STATES CAR PULL WHEN BRAKING TO LEFT AND BRAKE
SQUEELS SEE JOB SECTOR, ROTOR, PAD
FRONT BRAKE ROTORS OUT OF OUND
REPLACED FRONT BRAKE ROTORS AND PADS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	2	F8YZ-1125-AA	DISC-FRT WHEEL		WARRANTY
JOB # 1	1	YW7Z-2001-AA	KIT-BRAKE SHOE		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB # 2+19LIZ RADIO HOURS: 0.50 TECH(S):55 WARRANTY
CUSTOMER REPORTS TAPE DECK SQUEALS WHEN PLAYING
INSTALLED EXCHANGE UNIT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

TOTALS-----

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

YOUR NEXT RECOMMENDED MAINTENANCE IS DUE AT

YOUR VEHICLE IS PARKED IN SPACE #

CUSTOMER SIGNATURE

Subject: Re: Re: 1LNFM82W2WY690354 (KMM79373C0KM)

Date: Thu, 11 May 2000 17:04:33 -0500

From: Ford Credit Info <FCINFO@ford.com>

To: [REDACTED]

Dear [REDACTED]

Hello [REDACTED]

Thank you for contacting Ford Credit.

Thank you for the update on your progress. I will forward your email directly to Ms. Moresette for review and reply as needed.

Thank you for your business and for visiting Ford Credit on-line.

Sincerely,

Missi Wenninghoff
Ford Credit

Original Message Follows:

Dear Cynthia Hughes,
Thank you for your response from my letter. I followed your advice and sought out Ford Customer Service. I spoke to a wonderful person by the name of Mary. While I was on the phone with her, she was in touch with someone in FMC and they recommended I go to another dealer and have the car checked. While I was on the phone with her she contacted Greco Lincoln Mercury dealer in Denville. She explained the situation to a fellow named Warren, who intern told me to talk to Jim Odell, the service manager.

I made arrangements to bring the car in on May 9, 2000. I explained to Jim how the car responds when braking and other issues I have. Jim Odell looked up my vin and said the servicing that was done on this vehicle was not the proper diagnosis/repairs for my problems with the car. Jim drove the car for a few miles to road test it. When we arrived back at the service center he said he was going to call Ford MC "Hot Line". He said I should call him back late in the day and he will tell me his resolution.

I called him the following morning and he said I should make arrangements to bring the car in. Jim was not clear to me as what they suspect as the cause. He did want to replace the rotors and something around the steering????.

The earliest appointment was made for May 22, 2000 to make the repairs.

By the way, Jim Odell confirmed the radio/tape player does not function properly.

offices

> at

> > (800) 392-3673 between 8:00 a.m. and 6:00 p.m. Monday through Friday.

> >

> > Thank you for your business and for visiting Ford Credit on-line.

> >

> > Sincerely,

> >

> > Cynthia Moresette

> > Ford Credit

> >

> > Original Message Follows:

> > -----

> >

> > Dear Cynthia,

> >

> > My wife and I returned from Florida the first week of April. I would like to

> > bring you up to date since our last correspondence.

> > We left for Florida in the third week of January. On our way down we had

> > to

> > drive through snow, wind, and torrential down pours of rain until we reached

> > our destination in FL.

> > This drive was one of the worst trips I have ever driven. The brakes were

> > acting up so badly that my wife refused to drive the car for fear of causing

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> > problem with this car. I left the car and was told he would call me when

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> > was finished.

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> > special pads and it would take about a week to get them in.

> > I picked up the car that afternoon and the service manager explained that

> > the pads are special for that model car.

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> > My next door neighbor in FL worked for Ford Motor as an engineer for
> 30
> > years and has the same problems with the same answers from the
dealer.
> > He
> > said he will never own another Lincoln. There is a flaw in the brake
> > system
> > and sound system as described by other owners. I am not alone in my
> > complaint with these problems.
> >
> > What is Ford Motor Company going to do about my situation?
> >
> > Yours truly,
> 
> >
> > cc: Consumer Reports
> > Center for Auto Safety
> > Council of Better Business Bureaus
> > National Highway Traffic Safety Administration
> >
> > Ford Credit Info wrote:
> >
> > > Dear Dick,
> > >
> > > Thank you for contacting Ford Credit.
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> > > We are sorry to hear about the difficulties you are experiencing.
> > While
> > > the finance or lease contract with Ford Credit does not guarantee
> > the
> > > product, nor allow for non payment should the vehicle not be
> > performing
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> > > reason, I would be happy to offer a two month payment extension,
fee
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> > > Please note that although you would retain the vehicle for an
> > additional
> > > two months, the original mileage allowance stipulated in your
> > contract
> > > remains unchanged.
> > >
> > > Please let me know if this would be of assistance. Please also
> > advise
> > > of your current address so I can ensure the extension is mailed
> > > correctly.
> > >
> > > Awaiting your reply. Thank you for your business and for visiting
> > Ford
> > > Credit on-line.
> > >
> > > Sincerely,
> > >
> > > Cynthia Hughes
> > > Ford Credit
> > >
> > > Original Message Follows:
> > > -----

Subject: Re: help (KMM83679C0KM)

Date: Thu, 25 May 2000 09:06:57 -0500

From: Ford Credit Info <FCINFO@ford.com>

To: [REDACTED]

Dear Dick,

Thank you for contacting Ford Credit.

While I am pleased the repairs have been completed to your satisfaction, Ford Credit is not in a position to alter the original contract terms and reduce the Purchase Option Price.

Additionally, the account is over 45 days past due. For this reason, please call (877) 349-5260 extension 30002 to make arrangements. Please contact us as soon as possible.

Thank you for visiting Ford Credit on-line.

Sincerely,

Shelly Blakeman
Ford Credit

Original Message Follows:

Dear Cindy,
It took 26 months but finally, I think my car is repaired. Grecco Lincoln replaced the front rotors and pads and replaced the radio. When I picked up the car I tuned into my favorite local station and it played beautifully.. This is the first time it played so clear and so far away from the radio station.

The brakes on the car are reacting perfectly.. I cannot believe how well they perform. I am very delighted with the performance of the car now. If this car had been repaired correctly two years ago when I first brought it in, I would not be in the situation I am in now.

When I got home I called FMC Lincoln customer service and explained what transpired. I spoke with a person named Anthony. He told me there is nothing Ford can do for me since the brake pads are not under warrantee. I explained that the brakes did not work from the first day I drove the car home. He said I should read my warrantee and it states that there is no warrantee on brakes. Frankly, I felt he was quite abrupt and rude to be handling customer service for Lincoln.

I called your office and asked for you but you were not in so I spoke to Bill Perry. I asked him what can I do and he said I should call or write you because you know who to contact at Lincoln.

I am very satisfied with the car and I would like to resolve our differences so we can get on with our lives. Can you do something for me? . I would like to buy the car at a special price to compensate me for all the discomfort and aggravation that I have gone through.

Cindy, you know what I have been through and I am asking you to help me resolve this in a amicable way.

To keep the account from going three months behind, I will send a check for \$600.00 on 5/ 25/ 00 while we work out a solution.

Sincerely yours, Richard Hunsicker