



ALL 10094664

Diplomates, American Board of Family Practice

2004 OCT 21 11:10:57

Pembroke Pines, FL

Telephone: [REDACTED]

October 21, 2004

ATTN: Alberto A. Jimenez, Chief
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, D.C. 20590

Mr. Alberto A. Jimenez:

Enclosed, please find a copy of a letter addressed to William Clay Ford, CEO of Ford Motor Company. I believe the letter is self-explanatory, and it gives a good view of what I've been dealing with.

I am very hopeful that you can help to resolve this most dangerous dilemma that I'm facing. Ford Motor Company is ignoring my many attempts to resolve this issue.

Thank you in advance for your consideration.

Sincerely,



PTS/jv

*Anna Maria
11/28/04*



[REDACTED]
Diplomates, American Board of Family Practice

[REDACTED]
Pembroke Pines, FL
Telephone: [REDACTED]

cell phone [REDACTED]

September 29, 2004

William Clay Ford, C.E.O.
Ford Motor Company
16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI 48121

Certified Mail Receipt #: [REDACTED]

Dear Mr. Ford:

It is with great reservation and concern that I am writing this letter. I am writing about the way that Ford Motor Company has handled this life-threatening situation with my Ford 2003 F350 Diesel Pickup Truck, VIN#: 1FTWW32P53E [REDACTED]. Since the purchase of this truck in May of 2003, it has been in the repair shop over 10 times. (See attached repair orders. There are additional repair orders that Sawgrass Ford states they were unable to retrieve from their computer systems.) The most troubling and life-endangering problem is that the truck stalls while you are driving, and will not start again, requiring towing to the nearest Ford dealership.

The problem is that the truck was purchased for transporting our horses on a horse trailer. We take our show horses to various parts of the United States for horse shows. We have had horrifying episodes where our truck has stalled at 65 miles per hour on the Florida turnpike with our horses in the trailer and our 3 children in the car. With restless horses sitting on the side of the road, and fearful children in the car, it was a dangerous, discouraging, and frightening situation that we have been put in. You would not want to put your family in that same situation, would you?!

This stalling situation has occurred more than 4 times. It has been in the repair shop for this, and each time we thought it was fixed. The certified Ford dealership told us it was repaired. We again put our family and horses at risk, with the assurance that the problem was fixed, and again were thrust into another life-threatening situation.

To add insult to injury, we have had a separate repair issue that has not been solved after FIVE repair trips. The rear differential grinds and shudders when the car turns. It is unbelievably frustrating to take the truck to have the problem repaired at a certified Ford dealership on five separate occasions, and as of today, IT STILL SHUDDERS. Since the problem involves the drive train, I fear that this situation could also put my family in a life-threatening situation in the future.

I discussed these problems with John Kubic, the service manager at Sawgrass Ford, and he informed me that this truck is eligible for replacement under the Florida Lemon Law. Incidentally, he was the only person throughout these ordeals that expressed a genuine concern about the danger of driving this truck.

I filled out the Lemon Law papers on 5/26/04, and sent a copy to the Attorney General Lemon Law Research Unit. Despite numerous calls to Ford Motor Company Customer Relations Center, I have not had any response as of today. This truck is obviously hazardous to drive on the road, not only for my family and me, but also for other drivers on a busy highway. This is not to mention that towing services are not equipped to handle a trailer with horses on a busy highway, which is one of the primary reasons many Americans purchase F-350 dually pickup trucks, as you are well aware of.

If you have similar problems with your Ford Diesel trucks, I feel it is your responsibility to notify the Highway Safety Division and make a recall before you are faced with another dangerous fiasco. I have spoken to 2 other Ford F-350 Diesel pickup truck owners who have had this stalling problem.

I further seriously urge you to consider a quick remedy to this most dangerous situation, since this truck is only one year old and is not usable for the purpose for which it was bought. In the past we have owned 2 F-150 pickup trucks, and currently own a Ford Excursion, and have had minimal problems with those vehicles. As a longtime owner of Ford vehicles we expected to have better consideration and understanding than Ford has provided to us at this point.

Sincerely,


Enclosures

Cc: Attorney General Lemon Law Research Unit
Ford Motor Company Customer Relations Center
John Kubic, Service Manager, Sawgrass Ford in Ft. Lauderdale



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100145

Date Received
30-SEP-2004
Repository
Reference No.
10094664

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City WESTON State FL Zip Code [Redacted]
Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

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

Signature of Owner _____ Date 1 / 1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1FTWW32P53E [Redacted] Make FORD Model F350 Model Year 2003

Date Purchased 7-9-03 Dealer's Name and Telephone Number ATLANTIC Truck Center 954-587-8220 Engine: No. Cylinders 8 Fuel Type: Diesel
Original Owner Dealer's City Ft Lauderdale State FL Zip Code 33312

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain
Vehicle Component Code 050000 ENGINE AND ENGINE COOLING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 27-SEP-2004 Failure Mileage 18000 Failure Speed 70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/65R15) _____
DOT No. (Example: DOTMALSABC036) Original Equipment Prior Repair Failure Location: _____
Tire Component Code _____ Tire Failure Type _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: _____ Date Manufactured: _____ Model No./Name: _____
Seat Type: _____ Installation System: _____
Child Seat Component Code: _____ Failed Part: _____

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING 70 MPH VEHICLE SHUT OFF. *AK - see attached letter & repairs

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974, Public Law 93-502 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See letter to CEO of Ford Co.

① Engine cuts out while driving 3/15/04 3/22/04 4-8-04/124-04
2/4/04 8/4/04 10/2/04 2/30/04

② Has a chatter in Rear Differential 9/20/04 3-10-04 3/15/04
4/10/04

ju

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVE-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
www.nhtsa.dot.gov/hotline

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) D.D. at while driving will crank, no start shop #3
2) car will bad shudder. Shop #3.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Ford Truck - Pickup Model F350 Crew Cab 4x2 Year 2023
VIN 1FETUWU32JFI531E1 Date of Delivery May, 2023

Name and City/State of selling dealer or leasing company (if applicable)
Atlantic Ford, Ft. Lauderdale, FL

Name and City/State of authorized service agent(s) attempting previous repairs
Samsgrass Ford, Sunrise, FL

Consumer [Redacted] Home phone [Redacted]
Address Southwest Ranches, FL Work phone [Redacted]
Signature [Redacted]
Date Mailed 5/26/04

Write—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.
Pink—Attorney General's copy, send by regular mail. (1/86)

7836 5437 1000 0101 0000 9981 2645

U.S. Postal Service
CERTIFIED MAIL - RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com
OFFICIAL USE

Postage \$	Postmark Here
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees \$	

Send To William Clay Ford
 Street, Apt. No. or PO Box No. CE of FORD CO
 City, State, ZIP+4

2000

COMPLETE THIS SECTION

Mark items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.

- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
William Clay FORD CEO
FORD Motor Co
16800 Executive Plaza Dr
PO Box 6248
Dearborn, Michigan
48121

COMPLETE THIS SECTION ONLY IF NECESSARY

A. Signature Agent
 Addressee

B. Received by (Printed Name) [Redacted]

C. Date of Delivery 9/19

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail G.O.D.

4. Restricted Delivery? (Extra Fee) Yes

7003 1010 0001 7836 5437

The UPS Store

Accountable Mail Parcel Shipping Order

Sender information

Name:		Date:	5-6-07
Address:		Phone:	
City/State/Zip:	WILMINGTON FL	email:	

Package Information

Company:	Florida Dept of Health
Name:	Old Nassau Collection
Address:	1400 W. Commercial Blvd
Address:	Suite 130
City/State/Zip:	Fort Lauderdale, FL 33309
Phone:	

Terms and Conditions:

We are not liable for the carrier's failure to make timely delivery on delivery date specified as we are a raw collection center. Tracking may not be available for accountable parcels. All accountable mail, except for Express Mail will be hand delivered to the Post Office by a member of management on the days that we need to visit the Post Office. Proof of departure will be obtained at that time. Express Mail is placed with our daily pickup and has no proof of departure nor a guaranteed delivery time. Any claims should be directed to the local Post Office.

[Redacted]

[Redacted]

U.S. Postal Service

CERTIFIED MAIL RECEIPT

(Domestic Mail Only, No Insurance Coverage Provided)

OFFICIAL USE

Postage	\$
Certified Fee	
Return Receipt Fee (Payment Required)	
Priority Delivery Fee (Payment Required)	
Total Postage & Fees	\$

Postmark Here

id conditions herein.

The UPS Store Assoc

FG

To:	Florida Dept of Health
Attn:	Old Nassau Collection
Box No.:	1400 W. Commercial Blvd
City/State/Zip:	Fort Lauderdale 33309



Accountable Mail Parcel Shipping Order

Sender information

Name:	Date: 1-27-04
Address:	Phone:
City/State:	email:

Package Information

Company: Fed Ex Motor Co
Name: Customer Relations Center
Address: 1600 Executive Plaza Dr.
Address: PO Box 6248
City/State/Zip: Dearborn, MI 48121
Phone:

Terms and Conditions:

We are not liable for the carrier's failure to make timely delivery on delivery date specified as we are a raw collection center. Tracking may not be available for accountable parcels. All accountable mail, except for Express Mail will be hand delivered to the Post Office by a member of management on the days that we need to visit the Post Office. Proof of departure will be obtained at that time. Express Mail is placed with our daily pickup and has no proof of departure nor a guaranteed delivery time. Any claims should be directed to the local Post Office.

- [Redacted]
- [Redacted]

CERTIFIED MAIL RECEIPT

[Redacted]

OFFICIAL USE

Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$

Postmark Here

and conditions herein.

The UPS Store Assoc

Sent To: Fed Ex Motor Co
 Street, Apt. No.: 1600 Ex. Plaza Drive
 PO Box No.:
 City, State, ZIP: Dearborn, Mich

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).