

[REDACTED]
Neosho, MO [REDACTED]

August 17, 2005

Board of Directors
Ford Motor Company
PO Box 685
Dearborn, MI 48126-0685

*Add to
10105420*

Re: 1997 F250 Heavy Duty Super Cab VIN#1FTHX26GOVE [REDACTED]
Shifter / Head Gasket / Seat Base Assembly Defects

Dear Board of Directors of Ford Motor Company:

I am writing in regard to my previous correspondence dated February 7, 2005 which your company acknowledged receipt of on February 11, 2005. It is now over six months since your receipt of my letter and to date I have not received a response. Please advise me of your decision(s) regarding my previous correspondence.

Sincerely,

[REDACTED]
Enclosure: copy of previous letter, acknowledgement of receipt of letter)

cc:	William Clay Ford Jr. Chairman of the Board Chief Executive Officer	Nicholas V. Scheele President	Greg Smith Exec. VP & Pres. Ford America	Earl Hesterberg Group VP N.A. Service	
	Ziad Ojakli Group VP Corp. Affairs	Susan Cischke VP Safety Engineering	Francisco Codina VP/President Customer Service	Louise Goeser VP Global Quality	Stephen Lyons VP/Pres. Ford Division

David Szczupak
VP Powertrain Op

National Highway Trans. Safety Admin.
Office of Defects Investigation NVS-216
400 7th Street SW
Washington, DC 20590

*NAK
RGJ
8/29/05*

[REDACTED]
Neosho, MO [REDACTED]

February 7, 2005

Board of Directors
Ford Motor Company
PO Box 685
Dearborn, MI 48126-0685

Re: 1997 F250 Heavy Duty Super Cab VIN#1FTHX26GOVE [REDACTED]
Shifter / Head Gasket / Seat Base Assembly Defects

Dear Board of Directors of Ford Motor Company:

I am writing to you today to inform you of rather disturbing problems that I have encountered with my 1997 Ford F250 Super Cab Pickup. Enclosed please find several copies of repair tickets as well as photos of the broken seat base assembly for the drivers side front seat. Please be advised that I have tried to resolve this problem through my local Ford dealers, the Customer Service Center, and the regional representative (whom I never met or talked to); but have been unsuccessful to date.

First, I would like to give a brief history of events leading up to this letter. I am a 33 year old construction cost accountant, in-house C.P.A., and Chief Financial Officer for a local developer. I have driven a number of Ford vehicles, and until my last car purchase, only Ford vehicles. I have driven/owned a 1981 LTD, 1985 Ford F150 XLT Lariat, 1988 Ford Escort, 1987 Tempo, 1994 Tempo, 1994 Escort, 1965 Ford Mustang and my current truck referenced above. I can fairly state that with the exception of the 1987 Tempo and my current truck, I have never had a reliability problem with any of your products and have never hesitated in promoting your products to my friends, family, and at work. It was at my urging, and locating of the vehicle, that my employer replaced one of our company trucks in 2002 with a 2002 Ford Superduty Crew Cab. From January through August 2002, I researched, performed CARFAX, and test drove more than 40 different makes and models of trucks including Chevrolet, Dodge, Toyota, and of course my beloved Ford's. After finally locating what I was looking for, I purchased the truck pre-owned through a local dealership on 08/17/02. The mileage at that time was 55,096; what I would consider to be fairly low mileage for a vehicle given todays' technology (see copy of title enclosed). My main deciding factors in this purchase were: 1) The "Built Ford Tough" reputation that I have come to expect; 2) It is an F250 with towing package (I have a pull type RV camper); 3) Supercab (I have a wife and 2 children); 4) Low Mileage; and 5) It was in the price range of what I was looking for (mid-teens). Based on this information, as well as the fact that my 1985 F150 had well over 240,000 miles on it when I traded it, I did not hesitate to purchase this truck.

However, shortly after my purchase of the truck, several items began to turn up and I did not think much of them at first. In March 2003 at 61,452 miles, I had to have all of the hub/axle seals replaced as well as routine maintenance items such as packing the bearings, new brake pads, shoes, and rear brake wheel cylinders. The cost of the work was \$303.01 (see copy of invoice enclosed). In September 2003 with only 67,195 miles on the vehicle, I had to have the tie rod ends replaced (see copy of safety inspection), the cost of which was around \$100.00 (I cannot locate my copy of the repair ticket). In February 2004 at approximately 71,000 miles, I had to have the rear wheel seals replaced yet again at a cost of \$101.26 (however, in the defense of my truck, I believe as they must not have been done correctly the first time in March 2003). In July 2004 at a little over 78,000 miles, I was unable to shift the vehicle into any gears, and had to have the truck worked on yet again. The problem was that the shifter bolts had actually worked loose from the dash mount, thus preventing the shifter arm from pivoting and being able to select gears (a repair that I do not feel should have been necessary). I also had the transmission serviced at that time for a total cost of \$125.89. The last two repairs, detailed below, are the primary vehicle failures that I have a hard time accepting as being "normal" and part of vehicle ownership.

In October 2004 with only 80,965 miles on the vehicle, we were on our way to a family outing with the camper referenced above, when the motor unexpectedly blew both sets of head gaskets while cruising at approximately 60 mph on a flat highway approximately 30 miles from our home. The "Check Engine" light never came on nor was there any prior warning of any problems such as engine misfiring, engine temperature increase, oil pressure drop, fluid leakage (i.e. oil, antifreeze), and etc.

The cost for the repair was \$834.67, not including my forfeited camping fees as well as my time, expense, and aggravation of having the truck and camper towed, getting back home, and being without a vehicle for over two weeks.

The final repair ticket (as of the writing of this letter) was for a seat frame and spring assembly due to a failure on the part of the original assembly while traveling down the highway. With approximately 81,800 miles on the odometer, I was on my way home from work one evening in late-November when the seat base broke, resulting in my suddenly and unexpectedly leaning backward into a semi-reclining position. After looking into the problem while on Christmas vacation, I discovered that the seat frame assembly had broken, not the seat back reclining mechanism (see enclosed photos and exploded parts diagram). As you know and can well imagine, this is a very dangerous failure that could have caused myself (and possibly several others) to have sustained serious injuries or worse had I lost control of the vehicle as a result of this parts' failure during rush hour traffic or during inclement weather. The mileage at the time I replaced the seat base assembly was 82,916. I have never encountered this problem with any other vehicles or in my nearly 40 year old 1965 Mustang, let alone in such a new vehicle. The cost for the part alone was \$184.57 (I performed the repair myself). Per Michael, the service manager at Joplin Ford, and a local upholstery shop, the estimated labor would have been around an additional \$100.00. After consulting with the local service manager, parts manager, and the Customer Service Center, everyone I have talked with agrees that the seat base failure is something that should not have occurred. I have serious concerns as to whether or not the seat base assembly when new would have passed the crash test requirements. I still have the original seat base assembly in my possession if you would like to have someone inspect it to substantiate my claim. I have also enclosed several photos of the original seat base assembly (see enclosed photos) that detail that the breakage is in the seat base assembly itself and not in the reclining mechanism.

While I understand that there exists a warranty period and I am certainly willing to accept that some repairs are inevitable and are to be expected as part of vehicle ownership, it is my position that the shifter, head gasket, and seat base repairs should not have been necessary on a truck that only has a little over 80,000 miles on it, is only seven years old, is an F250 Heavy Duty equipped for towing, and is supposedly "Built for the Road Ahead". I further believe that the manufacturer of such a magnificent vehicle such as the Mustang (you scored a Homerun on the new 2005 by the way!!) would not produce such a low quality product as my truck seems to have been for the duration of my ownership. In parting, due to being unable to resolve these issues through the local Ford dealership, the regional representative (whom the service manager at Joplin Ford supposedly contacted) and the Customer Service Center, I have filed formal complaints with the Missouri Attorney General's office as well as the US Department of Transportation-National Highway Traffic Safety Administration (see copies of complaints).

I hereby respectfully submit that Ford Motor Company issue me some sort of refund adjustment for what I deem to be totally unnecessary repairs on this vehicle. When calculating the repair costs to date (\$2,249.40), this truck has cost me close to \$75 per month (2,249.40 / 30 months) in repairs alone, not including the monthly mortgage payment and regular maintenance items such as wipers, tires, oil changes (which I perform every 3,000 miles using Motorcraft oil and filters), transmission fluid changes, coolant changes, and etc. Please help to restore some of my faith in your products by setting this right so that I can, in good faith, continue to promote your products and include them in my consideration of future purchases both personally and professionally. Please feel free to contact me via the phone number above after 6:30 p.m. Monday-Friday, anytime on the weekend, via e-mail, or by US mail. I will be more than happy to arrange for you to inspect the vehicle as well as visit with you in order to resolve this matter.

Sincerely

Enclosures (10 + 6 photos)

cc:	William Clay Ford Jr. Chairman of the Board Chief Executive Officer	Nicholas V. Scheele President	Greg Smith Exec. VP & Pres. Ford America	Earl Hesterberg Group VP N.A. Service
	Ziad Ojakli Group VP Corp. Affairs	Susan Cischke VP Safety Engineering	Francisco Codina VP/President Customer Service	Louise Goeser VP Global Quality
	Stephen Lyons VP/Pres. Ford Division			
	David Szczipak VP Powertrain Ops	Jay Nixon Missouri Attorney General PO Box 898 Jefferson City, MO 65102	National Highway Trans. Safety Admin. Office of Defects Investigation NVS-216 400 7th Street SW Washington, DC 20590	



February 11, 2005

[REDACTED]
[REDACTED]
Neosho MO [REDACTED]

Re: Correspondence to Ford Motor Company

Dear [REDACTED]

This letter is to acknowledge receipt of your correspondence. Thank you for your interest in our company. Your correspondence will be forwarded to the appropriate activity within Ford Motor Company for handling.

Ford Motor Company