

10109699

January 19, 2005

2005 JAN 26 AM 5:27

Ford Motor Company,
Customer Relationship Center
P.O.Box 6248
Dearborn, Michigan 48126

U.S. Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation,
NSA-10.01, 400 7th Street, SW,
Washington, DC 20590

Dear Ford & Dept. of Transportation,

I just had the parking brakes on my 1997 Expedition fall to pieces. I purchased the vehicle in 2000 with 32,000 miles on it. It now has about 113,000 miles. I have had excellent service from this vehicle. No problems really except for the starter that I replaced a couple of months ago.

I rarely used the parking brakes in the past. I always had good luck with the parking gear holding vehicles on flat land. My new home has a slope to the front driveway and people tell me that I "should" use the brake. I guess that I got stupid and started listening to other people. The Expedition made a funny noise backing out of a parking spot on 1/15/05. Ran fine the rest of the day. It ran fine the next day, 1/16/05, until I was about 10 miles down the road and 10 miles down the freeway. Then it started making nasty grinding noises and started to vibrate badly. Needless to say, I got off the freeway, luckily, before the wheel had a chance to seize or fall off and parked on a side street. Got the thing towed to Capistrano Ford.

They tell me that there is a known defect with the parking brakes on these things. Different parts are to be used to fix the things. But Ford won't pay for it. Sheesh. Ford stepped up to the plate and replaced all those Firestone tires. Even the ones I had that were probably fine. But Ford won't fix known problems with brakes that cause highway failures on the freeway. Sheesh. Dodge can't build ball joints any more and Ford can't build parking brakes any more. Sheesh. Maybe somebody in Ford engineering needs to be read the Pinto riot act.

And the ding-a-lings at Mike Raiser Ford in Lafayette, Indiana, who did several oil changes and the 60,000/90,000 mile service, didn't catch that there was a bulletin on this. That would have at least saved the cost of the destroyed rotor.

So now I'm out \$1,040.47 for the fix, \$108.89 for the room and about \$126 for the rental vehicle.

Mike
1/27/05

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).