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Alexandria, VA  
13 February 2005

William Clay Ford, Jr.  
President/CEA  
Ford Motor Company  
300 Renaissance Court  
P.O. Box 43360  
Detroit, MI 48243

Dear Mr. Ford,

The trust and loyalty I have placed in the Ford Motor Company for many years has shockingly not been merited with regard to my current model Ford Ranger IDNR 1FTZR45E42T [REDACTED]. The lack of ability to resolve a maintenance problem, I have experienced in dealing with your company, besmirches the fine name of Ford Motor Company.

I purchased my vehicle on 21 December 2001 from the Purvis Ford dealership in Fredericksburg, VA. Imagine my dismay when the following problems began to occur:

1. 07 November 2002 – Drive shaft jerks and slams when accelerating in drive or reverse – complaint handled by Purvis Ford Service Advisor: Stacy Jones. It's unclear to me what action was taken to attempt to correct this problem, but the problem continued.
2. 13 May 2003 – Drive shaft jerks and slams when accelerating into drive or reverse – complaint was handled by Purvis Ford Service Advisor: Stacy Jones – drive shaft assembly replaced.
3. 24 March 2004 – Drive shaft clunks (continues to jerk and slam) on acceleration or when backing up – complaint was handled by Purvis Ford Service Advisor: Larisa Sparrowhawk. Maintenance personnel lubricated the drive shaft, and I was told, at this point, that Ford was aware of this problem, that the problem was common among Ford Rangers, and there is nothing Ford can do to correct the problem. Lubrication of the drive shaft was only a temporary fix and the problem returned.
4. 30 April 2004 - Drive shaft clunks (continues to jerk and slam) on acceleration or when backing up – complaint was handled by Purvis Ford Service Advisor: Larisa Sparrowhawk. She indicated that they could lubricate the drive shaft again, but that was all they could do to temporarily relieve the problem. I asked them to remove and replace the drive shaft. A seal kit and (I believe) a drive shaft yoke was installed. The problem appeared better for a short period of time, and then returned as the vehicle was driven.
5. 16 November 2004 - Drive shaft clunks (continues to jerk and slam) on acceleration or when backing up – complaint was handled by "Ourisman's" Ford Service Advisor: Janet Fincher. As indicated on the attached maintenance form, they checked and agreed that the problem is in the drive shaft. She indicated that,

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beyond the maintenance action already taken, there is nothing that can be done to correct the problem.

In addition to the standard warranty, I purchased your Easy Care bumper-to-bumper maintenance plan. What good did purchasing that plan do for me, when it appears that your company cannot fix a recurring maintenance problem?

This horrendous problem has caused me a great deal of emotional, physical, and financial hardship. I have had little enjoyment driving this vehicle since I purchased it. I might add that all of my family and friends who have observed what I have suffered are equally appalled at what has transpired as a result of your company's inability to correct this problem.

All I ask is what I am duly and fairly owed: fix the problem or replace the vehicle.

I am sure you will wish to investigate this matter promptly and thoroughly, and I look forward to hearing from you by 15 March 2005.

Thank you.

Sincerely,



Encl: Vehicle Maintenance Service Forms

Cc: Manager Consumer Affairs  
Automotive Consumer Action Program  
8400 West Park Drive  
McLean, VA 22102

Auto Safety Hotline  
National Highway Traffic Safety Administration  
United States Department of Transportation  
Washington, DC 20590

Virginia Division of Consumer Affairs  
P.O. Box 1163  
Richmond, VA 23209

Council of Better Business Bureaus, Inc. (CBBB)  
4200 Wilson Boulevard  
Arlington, VA 22203

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).