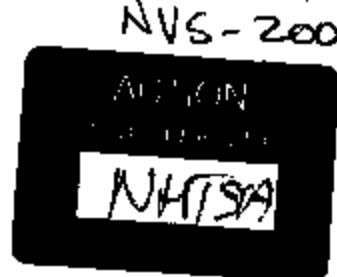


March 22, 2005



10117688

Norman Y. Mineta
Secretary of Transportation
U.S. Department of Transportation
400 7th Street, S.W.
Washington, D.C. 20590

Dear Secretary Mineta:

Enclosed is a copy of a letter that I sent to Ford Motor Company's CEO requesting that they replace my defective transmission. I have complained to Springfield Ford in Springfield Pennsylvania several times before my warranty expired and was told that the transmission is fine.

However, on February 26, 2005, I was traveling 55 mph on a crowded highway with my children in the back seat when my transmission malfunctioned for the second time.

Unfortunately, Ford Motor Company refuses to replace my defective transmission at no cost to me because my warranty expired. Please help me persuade Ford Motor Company to do the honorable thing and replace my defective transmission at not cost to me because it defies logic that one vehicle would need two new transmissions unless they are defective.

Thanking you in advance for your attention to this matter.

Sincerely,

cc:

William Clay Ford, Jr.
Chief Executive Officer
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Jay Kreschner
Service Manager
Springfield ford
50 Baltimore Pike
Springfield, PA 19064

2005 MAR 30 12:47
NATIONAL
TRAFFIC SAFETY DATA

2005 MAR 30 12:47

EXECUTIVE SECRETARIAT

Lansdowne, Pennsylvania

Amma
4/6/05

February 28, 2005

Mr. William Clay Ford, Jr.
Chairman of the Board and
Chief Executive Officer
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

Dear Mr. Ford:

On February 25, 2005, it was a nice sunny day and I was driving my silver 1998 Ford Windstar. My daughters and I were having an interesting conversation concerning their upcoming college graduation party. Two minutes into our conversation, my Windstar began to slow down. I immediately turned on my flashers and attempted to get to the shoulder of the road. I then called Keystone AAA Mid-Atlantic my emergency roadside assistance service.

Next, the Keystone AAA Mid-Atlantic Technician arrived, he commented on the number of Ford Windstars that he picked up today. After observing my vehicle, he stated that it is probably a transmission problem. I explained to him that it could not be the transmission because I just got a brand "new transmission" two ½ years ago. He then towed my vehicle to Springfield Ford in Springfield, Pennsylvania.

On Wednesday, February 26, 2005, I received a call from someone in the service department of Springfield Ford and I was told that I needed a new transmission and sensors. I asked them to check the warranty on the "new transmission" Springfield Ford installed two ½ years ago because the original transmission had similar problems.

Lansdowne, PA

Further, Springfield Ford called back the next day and told the warranty expired on the "new transmission". In fact, it would cost me over \$5,000 for the repairs and after replacing my "new transmission" with another "new transmission", the cost may be more due to unforeseen problems. I am a single parent of two college age daughters and I cannot afford to replace my transmission every two-½ years.

Indeed, if Springfield Ford installed a "new transmission" two-½ years ago and I now need another "new transmission", as an educated consumer, it is clear that the transmissions for the 1998 Ford Windstars are defective. Moreover, I was on a busy highway traveling 45 mph when my transmission malfunctioned.

Consequently, because Ford Motor Company will only provide a limited warranty on a "new transmission", only proves they are defective. It is unacceptable as a consumer that you do not stand by your "new transmissions" for a longer period. It is as if you know these transmissions are defective.

Therefore, please replace my "new transmission" at no charge to me, or provide me with a vehicle that does not have defects.

Sincerely,

cc: Jay Kreschner
Service Manager
Springfield Ford
50 Baltimore Pike
Springfield, PA 19064

, Lansdowne, PA