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April 14, 2005

Dear Traffic Safety Administration Representative:

I'm writing to you because I have not received a response from Ford regarding my letter dated March 3.

My car was recalled. I nearly killed myself bringing it in to be serviced.

I was charged for other things that Ford says were wrong with the car. Sure, unable to charge me for the recall, find other things that you can charge me for. If there is one problem - the accelerator cables not working - that could lead to other problems. I should have not been charged anything.

I always have my car serviced according to the manufacturer's schedule. If it wasn't recalled, I would not have had to put out money I did not have in the first place.

I can't even pick up my new 2005 Ford Escape because I don't have the full amount to put down as a deposit.

**I DIDN'T EVEN BRING THE VEHICLE BACK FOR ANOTHER RECALL - I DON'T HAVE ANY MORE MONEY TO PUT OUT - THEY'LL FIND SOMETHING ELSE WRONG WITH IT!**

I feel I was ripped off!

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EXECUTIVE SECRETARIAT  
2005 APR 28 P 3 35  
NATIONAL TRAFFIC SAFETY ADMINISTRATION

*Handwritten signature/initials*



**Have you previously paid for this repair?**

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund either through your dealer or directly from Ford Motor Company.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer. Refund requests, including all required documentation, may also be mailed to Ford at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to Ford may take up to 60 days to process.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair are still eligible to have the recall described in this letter performed.

**Have you changed your address or sold the vehicle?**

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this recall.

**Can we assist you further?**

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday - Friday: 8AM - 8PM

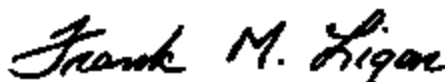
Saturday: 9AM - 5:30PM

If you wish to contact us through the Internet, our address is:  
[www.ownerconnection.com](http://www.ownerconnection.com)

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4238 or 1-800-424-9393.

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon  
Director  
Service Engineering Operations

March 3, 2005

Okcechobee, FL

Dear Ford Representative:

I've been a loyal Bev Smith Customer for the last 10 years and currently have a red 2005 Escape Hybrid on order.

Even though Bev Smith's service personnel treat me as a person and not just another customer and gave me a loner car for the night, I can't help but feel like I shouldn't have paid for any of the service done on my car. Was it necessary? Did I get ripped off?

I have all the maintenance done on the Escape according to the manufacturer's schedule. This visit was due to the faulty accelerator cable (Recall # 04S25). If I didn't have to bring the car in to be serviced for the cable, I wouldn't have to pay an additional \$252.91 for other things that had to be fixed. I didn't have the \$252.91 to put out—I took it from the down payment I intend to put on the new Escape when I pick it up in April.

I took my life in my hands driving to the dealer after work. I'm lucky I didn't kill myself or someone else in the process! The car would NOT stop!—Not with the break pedal to the floor—Not with the emergency break on—the car was possessed while I was driving it. I nearly killed myself—I could have killed someone else! Even when I had it in park—it still wanted to take off! It had a mind of its own and boy was it scary. Even when I had to stop for a light the car would not stop! I could have killed the guy in front of me; especially the way people drive in Florida.

This car had to be brought to the Dealership in an emergency because of the recall. Through no fault of my own - I had no choice in the matter. I know the job was done correctly but I pray nothing happens like this again while I'm driving. I still don't feel comfortable driving it & I love my Escape! This is one added expense I just cannot afford to pay.

~~I couldn't afford to pay any more money so Recall #04S13 was not even addressed.~~

ridiculous

*Cozy*

**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).**