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ISLA VERDE, PUERTO RICO

April 19th, 2005

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

Ford Alberic
65 Infantería
San Juan, Puerto Rico

RE: FORD EXPLORER 2002
1FMZU62E12U
Rubén Del Rosario

Bayamón Ford
Road #2
Bayamón, Puerto Rico

Dear Sirs:

On March 29th 2005, I took our Explorer 2002 to Ford Alberic Dealer, In San Juan, Puerto Rico. I was very concerned about a noise I was hearing in front of the car when I was running over 40 mph. I told the employee that I had to make a long ride to Mayaguez town and I wanted to be sure that everything was ok with my SUV. Also, I asked to check the brake systems because I felt something heavy when I used the brakes to slow down.

The employee of Ford, Liliann, was very kind and suggested additional maintenance services to be done: transmission flush; engine flush, decarburator fuel injector flush, due to the mileage of my Explorer 2002: 32,000 miles.

Enclose is copy of the job service work order 503026. I told the Ford employee, if the suggested services were for the best functioning of the vehicle, it was ok; I wanted my Explorer 2002 functioning properly. But, I insisted that my main concern was the strange noise I was hearing in front of the vehicle and the heaviness of the brakes when I used them to slow down after hearing the strange noise.

That same evening all the work was done and I was charged \$369.85. I asked about the main problems I had taken the vehicle for, and the employee assured

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me that the mechanic had check the brakes, and that the heaviness of the brakes was normal in the Explorer 2002, that he did not hear any noise in front of the vehicle, and that all the extra jobs suggested by Ford, were done.

Going back to my home, as soon as I went over 40 mph, the strange noise was heard, I used my brakes for slowing down and were very heavy and difficult to do. I called immediately to Ford, and was told that the vehicle was ok and that any problems brought it back the next day. I explained the lady, Ivellise, that I had taken my vehicle for that problem and was not fixed.

Next day I left to Mayaguez from San Juan, very long distance to ride. After half hour of driving over 45 mph, a loud noise was heard, my vehicle steering wheel was uncontrollable, and I had to manage very hard to slow down because the brakes were very heavy and was going to crash the car. After several minutes I could control the vehicle, park in the side of the road. I was shocked, got very nervous and started to cry, I was alive because of the mercy of God. The tire treads and wire were separated from the body of the tire, as if it were cut. I am a fortunate person. This is a negligence of Ford. With a simple inspection of my brakes, if properly done, the mechanic could have observed that my tire(s) had a problem. Evidently as I drove over 40mph the sounds of the treads of wires where separating from the tire. A simple inspection of the tires when they were supposedly taken out to "check the brakes", could have notice this.

As nervous as I were I called Ford, and told them what had happened. They suggested bringing the vehicle immediately! Well I did it a few days later, because I was afraid to drive the Explorer, and what they offered me was to rent a car from them.

I took the vehicle on Thursday April 7th, using the spare tire. A supervisor of the Ford dealer, Eng. Saul Gómez, stated that it was the first time he had ever seen a Michelin in those defective conditions; that Michelin had no recall, but he would check with them and would inform me. I was told that I would have to deal the problem directly with Michelin. The vehicle was left for that and for another recall of the back door latch, that still have not been replaced, because they did not have it available.

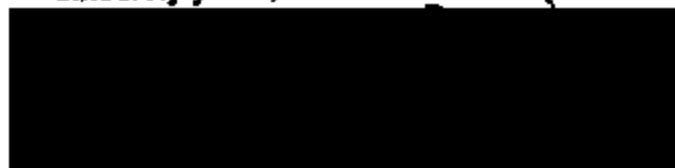
After leaving the vehicle for second time, I went to the Internet and found that Ford had made a recall for Explorers 2002, (Safety Recall 01S18) notification that never was sent to us. In particular, it stated that the edge of the side tires may have been contacted by a piece of metal of the conveyor line. The affected tire(s) had a recall and had to be replaced and balanced without cost to the client; if the tires were rotated, the four tires had to be checked and replaced, because "as a result of heightened sensitivity to tire issues, Ford Motor Company is more committed than ever to ensure the highest level of customer safety and satisfaction."

Now, knowing about this recall, I went back to Ford, and the employee tells me that there were no recalls of Michelin tires. The problem originated in the Ford factory, when assembling the Explorers 2002.

Right now, I have been without my vehicle functioning properly since March 29th, 2005. Ford has to replace my tires and balance without any charge, and refund me for the services of checking the brakes, due to this reason, because the problem was the above.

I am very worried about my safety and concerned about many thousands of other Ford Explorer 2002 owners that are driving their vehicles without knowing that they are in a risk and potential danger of a crash and that their lives, as mine, are in danger. Ford has to do something immediately to protect many people's security.

Sincerely yours,

A large black rectangular box redacting the signature of the sender.

cc: National Highway Traffic Safety Administration
400 Seventh Street, S. W.
Washington, D. C. 20590

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

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