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June 15, 2005

Ford Motor Company
Customer Relationship Center
Executive Plaza Drive
P.O. Box 6248
Deerborn, MI 48121

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To Whom It May Concern:

I am writing this letter to voice my concern and displeasure with a current Ford 2003 Expedition that my wife and I have leased.

The vehicle's VIN number is 1FMRU17W93L.

We leased this vehicle from Karl Flammer Ford in Tarpon Springs Florida. This is the third Expedition we have leased or owned over the past 9 or more years. We use this truck as a main family vehicle since we have 5 boys.

This current Expedition only has 22,000 miles on it and all of these miles are short trip miles around town.

We recently had to have the complete front rotors and brakes on this vehicle replaced because they were completely worn down.

We were told by the service manager who placed these brakes and rotors, that Ford is not using the same quality parts they were a few years ago.

It cost us over \$525.00 plus a rental car to get these rotors and brakes replaced.

All of our other Expeditions never experienced any brake problems and all the vehicles were turned in at the end of the leases with about 50,000 to 60,000 miles on them.

I am very concerned that Ford is putting out a vehicle used by families that may have substandard parts that could cause injuries or death. I have spoken to 5 other individuals who own similar year model Expeditions and they too have had to replace the brakes and rotors within the first 20,000 miles. This is unacceptable for a vehicle like the Expedition that is touted to be a quality family vehicle.

I would appreciate someone contacting me to discuss this issue and the costs that were incurred.

Trinity, Florida
Phone

Cc: Karl Flammer Ford - Service
National Highway Traffic Safety Administration

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6/30/05