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7-19-05

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To whom it may concern:

I am sending this letter to you hoping you will investigate the FORD Motor Company. I own a 2000 Ford F-150 ex-cab (5.4 V-8) with 58064 miles on the vehicle. I have a problem with the DIGITAL odometer/Trip odometer DIGITAL LIGHT. The Digital light Goes blank while your driving and it stay off and then on it's own it comes back on. I checked with the Service advisers at the Ford dealerships in Redding & Red Bluff, California and was told by them that a lot of people have had to replace the instrument cluster because of this SAME PROBLEM.

On 7-13-05 I took my vehicle to Red Bluff Ford and paid \$36.00 to have This problem checked out (copy of bill enclosed). I was informed that the DIGITAL ODOMETER LIGHT was not working properly and that the entire Instrument cluster had to be replaced and was given an estimate to correct this problem (copy enclosed).

I called customer service department at FORD and was informed that it was not covered by any warranty and I had to pay to have it repaired. In my opinion the SERVICE ADVISERS told me that a lot of people have had this SAME PROBLEM and if this is true I feel that FORD had installed parts that were DEFECTIVE. I think FORD was informed about this problem and decided NOT TO NOTIFY YOU but made the decision to let the customers Warranty run out and let the customer pay for repairs. If you require any more information feel free to contact me.

Thank you

Anderson, California

E. Anderson
8/5/05

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