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Subject: LTR FM [REDACTED] (NC) REQUEST RECALL OF THE 2000 FORD EXPEDITION AIR RIDE SUSPENSION SYSTEM, ALSO REQUEST REIMBURSEMENT FOR REPAIRS, REPLY ATTN ESTER CLARK/RALEIGH OFFICE

Ack Date:

Sign Office: EXTERNAL
AFFAIRS

Cleared Date:

File Loc:

Added By: SHARRIS x62534

Ack By:

Signature: HARRINGTON

Cleared By:

XREF File:

Modified By: SHARRIS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

10143215

The Honorable ELIZABETH DOLE
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: 202-224-6342 Fax: 202-224-1100 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/16/2005	11/28/2005	9:40
NVS-010	INFORMATION	11/16/2005		11/16/2005
NOA02	INFORMATION	11/16/2005		11/16/2005
NIA-110	INFORMATION	11/16/2005		11/16/2005
I10	INFORMATION	11/16/2005		11/16/2005
I20	INFORMATION	11/16/2005		11/16/2005

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EXECUTIVE SECRETARIAT

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SDH

ELIZABETH DOLE
NORTH CAROLINA

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Raleigh, NC 27601
(919) 896-4630
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United States Senate

WASHINGTON, DC 20510

COMMITTEE:
ARMED SERVICES
BANKING, HOUSING, AND
URBAN AFFAIRS
SPECIAL COMMITTEE ON AGING

November 8, 2005

Dr. Jeffrey W. Runge
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590-0001

Dear Dr. Runge:

A constituent has contacted my office requesting assistance from your agency. Please review the attached information regarding [REDACTED]

[REDACTED] Hope Mills, NC [REDACTED]

Please give [REDACTED] concerns your full attention, and kindly report your findings to Esther Clark in my Raleigh office, 310 New Bern Avenue, Suite 122, Raleigh, North Carolina 27601.

With my warmest best wishes,



ED/emc

Greenville Office
308 South Evans Street
Greenville, NC 27838
(252) 328-1088
Fax: (252) 328-1087

Hendersonville Office
401 North Main Street
Suite 200
Hendersonville, NC 28792
(828) 896-3747
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Salisbury Office
228 North Main Street
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Salisbury, NC 28144
(704) 653-6011
Fax: (704) 633-2837

Washington Office
656 Dirksen Senate Office Building
Washington, DC 20510
(202) 224-6242
Fax: (202) 224-1100

ES05-008912

15 October 2005

From: [REDACTED]

Hope Mills, NC
[REDACTED]

To: **The Honorable Senator Elizabeth Dole**
State of North Carolina
555 Dirksen Senate Office Building
Washington, DC 20510
(202) 224-6342

Memorandum for the Honorable Senator Elizabeth Dole

Subject: **Assistance with Ford Motor Company & 2000-year model Ford Expedition**

Reference: Ford Number **0599521403**, 2000 Ford Expedition, Request for Recall and Reimbursement (Air Ride Suspension System)

1. Senator Elizabeth Dole, I am requesting your assistance in dealing with the Ford Motor Company about a specific safety related issue. I believe that Ford should issue a recall for the 2000 model Ford Expedition (Eddie Bauer) on the Air Ride Suspension System.
2. My case number with the Ford Motor Company is listed above as [REDACTED] and my Vehicle Identification Number (VIN) is 1FMPU18L0YL [REDACTED]
3. My husband and I have had eight (8) repairs on the same vehicle for the same situation (air ride suspension system) and have spent in excess of Two thousand, Two hundred, Ninety-Seven dollars, and Thirty-Two cents {2,297.32}. The repairs mathematically seem to happen immediately after the 12-month or 12,000 mile Ford Replacement Part Guarantee expires, or for a different portion of the same system.
 - a. The first repair on 16 January 2003 at 46,436 miles; was only 26 days and 4,057 miles after we initially purchased the vehicle from the Potamkin New York Dealership. This was done to determine the exact source of the problem and we had to pay in order to have the diagnostic check performed.
 - b. The second repair on 14 February 2003 at 48,909 miles; was only 28 days and 2,473 miles since the last repair for the air ride suspension system. Although this was essentially the same diagnostic check, we had to pay the Service Department of the Dealership again for the air ride suspension system.

- c. The third repair on 11 April 2003 at 53,795 miles; was a short 1 month 27 days and 4,886 miles since the last repair for the same air ride suspension system. This was where the actual installation of components for the air-ride suspension system was installed. We used Ford original Replacement Parts that were covered under a 12-month, 12,000-mile warranty.
- d. The fourth repair on 12 May 2004 at 78,340 miles; 13 months 1 day and 24,545 miles since the last repair for the same air ride suspension system. Another component of the air ride suspension system malfunctioned and that part was covered under the Ford original Replacement Part guarantee. However we had exceeded the warranty mileage, traveling from Hope Mills, North Carolina to my husband's duty station at Fort Benning, Georgia. Ironically that the part failed just 1 month and 1 day beyond the warranty period also.
- e. The fifth repair on 02 May 2005 at 96,252 miles; was just 11 months 20 days and 17,912 miles since the last repair for the same air ride suspension system. This was another failure of the air ride suspension system and another component of that system that was covered under the Ford warranty. However although we were under the 12-month warranty, we were also over the warranty mileage by 5,912 miles. So again we had to pay for repairs on the same air ride suspension system.
- f. The sixth repair on 12 May 2005 at 96,440 miles was just 10 days and 188 miles since the last repair for the same air ride suspension system. One week after we spent over Six Hundred Dollars (\$600) to replace/repair the air-ride suspension system we had to take it back to the same Ford Dealership for repairs on the same air ride suspension system. The dealer said the component he received from the Ford Company was defective and that's why we had the system fail on us. However, we still had to pay over One Hundred Dollars (\$100) to have our vehicle repaired.
- g. The seventh repair on 08 June 2005 at 98,622 miles was just 26 days and 2,182 miles since the last repair for the same air ride suspension system. This was another malfunction with the same identical symptoms. The repairs were covered under the warrant from Ford, however this was a different part of the system and cost us over One Hundred Dollars (\$100) again.
- h. The eight and final repair on 11 October at 105,245 miles was just 4 months 3 days and 6,623 miles since the last repair for the same air ride suspension system. Upon relocation from Georgia to North Carolina pursuant to my husband's military retirement orders from the US Army, we arrived to find the back-end of the vehicle riding low, again. A new Ford Dealership explained after conducting another diagnostic check that our wiring harness leading to the air ride suspension system was defective and needed to be replaced. This repair cost over Two Hundred dollars (\$200) because although it affected the air ride suspension system, it was not a previously defective/replaced part.

4. Below is the Chart containing the services performed, the Ford Dealership that performed the repair and the estimated cost of each repair.

Date of Repair	Mileage	Cost of Repair	Dealership
11 October 2005	105,245	\$272.96	LaFayette Ford, Fayetteville NC (6 th Repair)
Vehicle rear-end started to go lower than normal operation, rear-end eventually was too low to operate the vehicle safely. Performed diagnostic check on air ride suspension system and replaced worn out air ride relay connector.			
08 June 2005	98,622	\$136.37	Freeway Ford, Columbus GA (7 th Repair)
Tested air ride suspension system, replaced the air ride suspension system relay			
12 May 2005	98,440	\$134.71	Freeway Ford, Columbus GA (6 th Repair)
Recheck Air Ride Suspension System after replacement 10 days ago, tested the system and reset the codes.			
02 May 2005	96,252	\$612.00	Freeway Ford, Columbus GA (5 th Repair)
Replaced control module & air ride compressor, rear-end of vehicle had dropped to low to safely operate.			
12 May 2004	78,340	\$604.80	Freeway Ford, Columbus GA (4 th Repair)
Replaced air ride compressor relay, rear-end of vehicle had dropped to low to safely operate vehicle and suspension system seemed nonexistent.			
11 April 2003	53,795	\$453.88	Freeway Ford, Columbus GA (3 rd Repair)
Installed Air Ride Suspension System Compressor.			
14 February 2003	48,909	\$82.50	Freeway Ford, Columbus GA (2 nd Repair)
Diagnostic Check on air ride suspension system, needs bushings and air ride compressor, comes in one complete Assembly.			
16 January 2003	46,436	\$83.09	Freeway Ford, Columbus GA (1 st Repair)
Diagnostic Check on air ride suspension system, make loud vibrating noises, looks like it is loose when it kicks on.			

5. We have written a *complaint letter (dated 06 May 2005)* to the Ford Motor Company and spoken telephonically to *Mrs. Nicola ID # 3164* at the Customer Service Relations Center. We have been informed that there is no recall on our vehicle for that part or system (air ride suspension system) and that there is no refund due, credit adjustment or other remedies that can be done at this time.
6. We have done extensive research on-line and located several people on the Internet who have had similar problems and issues with this make and model SUV. Please assist us in receiving a refund of the monies we have already spent toward this repair, or another remedy for this problem. We feel that other consumers and constituents of yours should not have to deal with this same deficiency.

Respectfully your constituent,

Hope Mills, North Carolina