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November 11, 2005

2005 NOV 29 PM 1:22

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

I wanted to make you aware of a safety problem that we had with our 2004 Ford Escape. On Tuesday, October 25, 2005, around 9:45pm, we were driving home from a soccer game. We were on the main thoroughfare driving at 55mph when the hood suddenly flew open against the windshield. Needless to say, it scared us to death, and blocked our view. My husband remained calm and pulled over to the side of the road. Thankfully, the hood remained attached to the vehicle and did not fly off and cause an accident behind us. No one was injured. After beating out some of the dents in the middle of the hood so that the safety latch would engage, we drove home slowly with no further incidents.

The hood was opened approximately two weeks prior to this incident to check fluid levels and prepare the vehicle for cold weather. The hood was closed securely. The vehicle is driven every day to work and other activities, and there was no indication (i.e.: rattling) that the hood was unlatched prior to the incident.

The mileage on the vehicle is 36,758, just outside of the warranty window. I called the dealer this morning to see if they would still cover the damage since it went out of warranty less than two weeks ago, but was told that it would not be covered. An auto body shop estimated the cost of replacing and painting the hood at \$695.

Please keep this as documentation of a safety incident with the Ford Escape. If other customers experience similar incidents, I hope that Ford will take the proper steps to correct the problem.

I have enclosed a copy of the receipt for repairing the damage incurred. If you agree that Ford is responsible for this, feel free to send me a check.

Thanks for your attention to this safety issue.

Sincerely,

[Redacted]  
[Redacted]  
Versailles, KY  
[Redacted]

cc: NHTSA, Office of Defects Investigation, 400 Seventh Street, SW, Washington, DC 20590

NHTSA  
R288  
11/24/05

**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).**