

Mr. Bill Ford
Chairman and CEO
Ford Motor Company
P.O Box 1904,
Dearborn Michigan, 48121
June 13, 2006



EXECUTIVE SECRETARIAT

2006 JUN 26 P 3 36

TRAFIC SAFETY ADMIN.

Re: VIN # 1FMCU93183K [REDACTED] 04S13

Dear Mr. Ford,

I am writing to you in hope of assisting me in resolving this long outstanding issue with my 2003 Ford Escape. Details are as follows:

On December 30, 2002, I took ownership of my new vehicle a 2003 Ford Escape from Manhattan Ford Linc-Merc Inc. dealership, and have been experiencing transmission problems ever since. Since January 03, 2003 I have been to Manhattan Ford over 15 times for the same problem with my last visit being April 2006 to no avail. I was given excuse after excuse why the vehicle is operating the way it is and none of which are acceptable nor sound valid to me. I can not understand how Ford can sell vehicles that their dealers can not fix. The dealer keeps insisting that they are unable to find the error code, so if no error code is present every thing is ok in their book.

The transmission stops shifting at 35mph shift and loses power after driving distance of Approximately 10 miles in city driving. (The transmission over heats and fails and when I drive through heavy rain with inches of water on the street the problem goes away and starts shifting correctly and power is restored). The dealer tried to convince me that this is normal operation of this vehicle, but I have driven 3 other Ford Escape vehicles and even rented one for a week before I purchased mine and none operated in this manner. Even my 2 brothers-in-law (who work for Ford) stated that the vehicle is not operating properly.

During my last visit to the dealer in April 2006, I was advised by the Service Manager that there is nothing else he can do for me and does not want to wait any more time on my vehicle. This remark is unacceptable and would like someone to look into this issue and contact me with a solution.

Thanking you in advance for your attention to this important issue.

Sincerely,

[REDACTED]

cc;
Frank M. Ligon
Director
Service Engineering Operations

cc:
Administrator - Registered Mail
National Highway Traffic Safety Admin
400 Seventh Str S.W.,
Washington D.C. 20590

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