

June 10, 2006.

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National Highway Transportation Safety Administration,
Executive Secretariat
400 Seventh Street, S.W.
Washington, DC. 20590

**RE: Defective Vehicle (Ford Explorer XLT 2002 Model) Sold By Norm Reeves
Honda Super Store, Cerritos, CA. VIN: 1FMZU63W32U [REDACTED].**

Sir/Madam,

Greetings.

I am [REDACTED] writing this letter from Anaheim, California. On or about November 3, 2005, I purchased a break used Ford Explorer XLT 2002 from Norm Reeves Honda Car Dealer in Cerritos, CA for about \$15,500 + Financing amounting to \$19,890.00 or so and by paying \$2,500.00 down and financing the balance at 24% Finance Rate. The car had 78,000 miles on it at the time of purchase. I signed the papers and took the possession of the car. It has not been more than 2 months that the car started giving me trouble on the Pick Up of the Speed, Transmission, Gear Adjustment, Over use of the Gas, Difficult High Altitude Driving even after change of gears, Air Suction into the Engine and Transmission, Accelerator and signs like Service Engine Soon on the Front Panel, although I have been getting regular lube and tune on the car after every 3000 miles. While driving the, occasionally, the car gives a thundering noise on the tires as if it is dragging itself and running on the road. This makes me fear that my car is not safe for me to drive!

The Norm Reeves Honda Super Store Car Dealer knew that the car is defective and they simply wanted to get rid of a used 2002 Ford Explorer XLT vehicle from the fleet as they primarily sell Honda Cars and similar vehicles. Despite repeated requests, the Norm Reeves Honda Super Store and their sister company Ford of Cerritos refused to provide service on the car in the first place and refused and declined to trade in the car with a more recent year model car of the similar type. I have requested the other Ford Car Dealers in the neighborhood to test drive the car and they agree with me that the car has major defects.

Also, the Norm Reeves Honda Super Store Car Dealer in Cerritos, CA first made internal financing on the car using Truth in Lending Statement under Article 9, UCC and later sold the financial obligation (Loan Only and Not the Right of Ownership on the Car) to a financing company, Western Financials Systems, Irving, Texas for profit but could not sell the ownership of the car as the Truth in Lending Statement was not signed between me and the Western Financial Systems. So I got stuck between the two

1

Complaint against Norm Reeves Honda Super Store, Cerritos, CA to National Highway
Transportation Safety Administration, Washington, D.C. Dated June 10, 2006.
[REDACTED] v. Norm Reeves Honda Super Store, et al.

Margaret
7/5/06

companies. Eventually, I stopped the payments on the car and the Western Financials reported me to the Credit Bureaus and reported as Charged Off on the said vehicle. The Norm Reeves Honda Super Store and the Ford of Cerritos would not service the car or fix the defects simply because I stopped the payments on the car loan although I purchased Extended Service Warranty on the vehicle with full security system and related package. This part of the complaint I will take care by myself in a Civil Lawsuit against the Norm Reeves Honda and Western Financial Systems in a Federal Court shortly and also with the Department of Consumer Affairs, Attorney General of the State of California.

My purpose of writing this complaint with the National Highway Transportation Safety Administration is to intervene immediately into this matter as the above mentioned vehicle is likely to endanger my life on the local roads and/or on highway/freeways in the State of California and/or in the United States of America. Due to the major Defects in the car, I can meet with a serious accident and can be crippled or suffer such pecuniary losses that are irreplaceable and/or I can die also with out any fault of mine. Please recall Firestone Tires v. Ford Motor Company case law. Lawsuit in this case is also likely to follow the Firestone Tires v. Ford Motor Company.

I intend to file criminal charges against the Norm Reeves Honda Super Store in Cerritos and their sister company Ford of Cerritos and intend to file criminal charges against the Chief Executive Officers of these two companies for willfully, knowingly, purposely, intentionally, wantonly and recklessly selling me a defective car and willfully, knowingly, purposely, intentionally, wantonly and recklessly endangering my life through a vehicle that had serious manufactured and known defects.

The intervention of the NHTSA is requested promptly and I am willing to have the said vehicle inspected by the National Highway Transportation Safety Administration for further action on similar vehicles with Norm Reeves Honda Super Store of Cerritos and Ford of Cerritos and any other Ford Car Dealer in the State of California. I will have a personal lawsuit against them as well as there is a possibility of having a class action lawsuit against these dealers.

I can be reached at the following information

Respectfully Submitted,

[Redacted Signature]

[Redacted Address]

Cypress, CA [Redacted] USA.

Tel: [Redacted]

E-mail: [Redacted]

Encl.: 1) Regular Mail.

2) CMRRR: 70041350000400298629.

2

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[Redacted] v. Norm Reeves Honda Super Store, et al.