

10170132

August 22, 2006

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RE: 1996 Econoline
Vehicle ID # 1FDEE14H7 [REDACTED]

Mr. Bill Ford, President – Ford Motor Company,
Frank Ligon, Director of Service Engineering Operations,
National Highway Traffic Safety Administration,
National Traffic Safety Board

Dear Sirs,

This recall on the above vehicle is only the beginning of the trouble we have experienced in the 10 years we have owned it. Please run a 'CarFax' report to see how many times this vehicle has needed a tow due to breakdowns, many of them were electrical system related. Even our insurance agent at Farmer's Insurance(440-946-5200) agrees that this van is dangerous!! We have several complaints on file with Ford that have only gone as far as a Customer Service Representative telling us that the vehicle is too old to be recalled / replaced. We keep insisting that our troubles began shortly after we purchased the van and that something should have been done then. In case those complaints can not be found, here is a quick run-down of some of the negative experiences we have had. This van was purchased used in 1998 from Liberty Ford in Vermilion, Ohio. The van was returned to the dealer at least 3 times while under warranty for electrical trouble – one of which included the interior 'mood' lights flashing while driving at night with headlights on. When this vehicle was off warranty is when the real fun began! At approximately 42,000 miles, the air conditioning compressor seized up and the serpentine belt needed replaced. Several family vacations were ruined due to breakdowns; either while we were in town and towing our camper home to get it packed up and ready to go, or on our way to Philadelphia/Washington DC in 2003. That was a disaster vacation – the van broke down 3 times, requiring 2 tows. We spend a whole day waiting in a parking lot while my husband replaced the ignition module. This was replaced at 66,000 miles after we couldn't figure out what else was wrong. The van just would stop running and that was scary- especially on the Pennsylvania Turnpike at 65-70 MPH and suddenly it stalls! The second time it needed towed, it was taken to a car shop in Bear, Delaware and left outside overnight the garage. The mechanic called us the next morning to tell us that someone broke into the van and stole personal items such as toys and games belonging to our children, cameras, video tapes, batteries and the headphones used while watching a movie while the radio was on. After we got home, it required a tow while taking my daughter to the dentist, it broke down in the dentist's parking lot – how embarrassing! The tie rods needed replaced in 2004 after they broke while driving around town. We have noticed other electrical problems, for example the cruise control stopped working in June just as we were planning a trip to Wisconsin due to my grandmother's death, but

Charmen
9/22/04

now in August, it works. The ABS light comes on every time the brake pedal is applied, the Air Bag light is flashing continually, the overdrive light on the gearshift is flashing "OFF", and the check engine light has come on more times than we can count. The dashboard looks like a Christmas tree!!!!!! Obviously there is more wrong with this van than just the cruise control and this recall is just the beginning. We do realize that the van is now 10 years old and has a little over 100,000 miles on it, but as we said before; the troubles began with less than 20,000 miles and no one would listen to us. Please look further into this information, we hope the President of Ford Motor Company will be able to assist us in taking this dangerous vehicle off the road and provide us with a comparable van before the faulty electrical system causes an accident or death!

We do not wish to put any more money into the repair of this van, we have spent enough and lost enough vacation time with our family.

Please contact me at your convenience at 440-327-0324 Monday through Friday after 5PM or [REDACTED] (cell) Monday through Friday 9AM to 4PM if you wish to hear more. This was only a small example of the hardships we have faced. We look forward to hearing from you that and hopefully Ford will finally stand up to its commitment of customer safety and satisfaction which you spoke of in your commercial!!

[REDACTED]
North Ridgeville, Ohio [REDACTED]

P.S. After these experiences and the poor way that Ford has dealt with these serious and possibly life-threatening complaints, we will not be purchasing another Ford product and we do advertise our van as a 'Lemon'

Please feel free to contact our insurance agent verifying the trouble and danger of owning this van : The Lardie Agency

[REDACTED]
attn [REDACTED]

e-Auto | Change

Find a Customer: Name or Policy #

please choose one



Violation Accident History

Effective Date: 06/06/2003

Clear

Cancel

Save & Exit

Ok

Year:1996

Make:FORD

Model:ECONOLINE E150

Vin:1FDEE14H7THA55754

Summary

Source	Date	Accidents	Losses	At Fault	Fault Desc.	Amount	
CLAIMS	08/01/2002		Towing		N/A	65	View
CLAIMS	07/31/2002		Towing		N/A	90	View
CLAIMS	03/21/2000		Towing		N/A	28	View
CLAIMS	08/03/1999		Towing		N/A		View
CLAIMS	07/19/1999		Towing		N/A	46	View
CLAIMS	06/20/1999		Towing		N/A	79	View

* Incident Date:
(MM DD YYYY)

Details

Accident

* First Accident Type:

* Second Accident Type:

* First Accident Description:

* Second Accident Description:

* Accident Amount:

\$: .00

* Driver Key:

* Loss Description:

Add Incident

Ok

Clear

Cancel

Save & Exit

06/06/2003

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Household No: 1667946154

Build Ver: 1.25.07

Trans Time: 2003-06-06-09.27.59.845556

* Additional tow 4-15-03



CARFAX RECORD SEARCH RESULTS

VIN 1FDEE14H7T [REDACTED]
Year/Make/Model: 1996 FORD ECONOLINE E150
Body Style: INCOMPLETE CHASIS
Engine Type: 5.8L V8 FI
Manufactured In: UNITED STATES
Search Results: 9 records found in our database



When we search our report's record, the car was salvaged and restored. The reissued in Florida the car's history called off the found a difference

IMPORTANT! The 9 records on this 1996 FORD ECONOLINE E150 may confirm a clean title history or uncover potential problems. Find out by ordering the complete

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