

2006 DEC 11 11:09:20

1008 Broome Center Road
Preston Hollow, New York 12469
November 20, 2006

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Vehicle ID# 1FMDU75W03U [REDACTED]

[REDACTED]
Service Engineering Operations
Ford Customer Service Division
P.O. Box 1904
Dearborn, MI 48121-9836

10170460

Dear [REDACTED]

Having purchased only Ford vehicles our entire lives, my husband and I bought a new Ford Explorer in November of 2003, and proudly so.

In October this year, our faith in the Ford Motor Company was destroyed. While driving on a two-lane road in upstate New York on our way from Yonkers, New York, we had the most horrendous experience of our lives. After going only 127 miles, the vehicle started to shake, lose steering and brakes. Also, the rear wheel on the driver's side fell off. The wheel lugs had unscrewed - they were not sheered off. Fortunately, my husband being strong and an experienced truck driver, was able to guide the SUV, without being hit, across the road into an open field thus avoiding serious injury to ourselves or to others. We were towed to Aero Ford in Cobleskill, NY. Their diagnosis was shocking: a TOTAL "mechanical breakdown." Enclosed please find a copy of their work order. Their description of a "mechanical breakdown" rather than an "accident" (something that occurred unintentionally) resulted in my insurance covering a minimal amount of the repairs.

Previous work done was on a recall by Smith-Cairns Ford in Yonkers, NY. They corrected a rear-end leak with a kit. Also, we had a wheel alignment and rotation by Aero Ford. We use this SUV only on Fridays, Saturdays, and Sundays to travel from Yonkers, NY to upstate NY and back. Can we not expect more reliability from a Ford product?

Show us that Ford is still an "American Icon". Let Ford Motor Company come forward to show us what you are made of and help us in this case. Make us proud of you once again.

Sincerely,
[REDACTED]

✓cc: Administrator National Highway Traffic Safety Administrator
400 Seventh Street, S.W.
Washington, D.D. 20590

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