

CL-10186871-2155

[REDACTED]
North Kingsville, Ohio [REDACTED]
[REDACTED]

National Highway Traffic Safety Admin
Technical Information (NPO-230)
400 Seventh St. SW Room 2336
Washington, DC 20590

Dear Sir;

Attached is a copy of a recent complaint I have made regarding my 2004 Ford Ranger Truck. (I also made this complaint on your web site) I am hoping your administration will follow up on my complaint and respond to it. As of this date I have not received any response from the dealership or Ford Motor Co.
Thank you for your time.

Sincerely,
[REDACTED]

N/M
3/28/07
CL

March 15, 2007

Ford Motor Co.
Customer Relationships Center
P.O. Box 6248
Dearborn, Mi 48126

[REDACTED]
[REDACTED]
North Kingsville, Ohio [REDACTED]
[REDACTED]

Attn: Customer Service

Attached is a letter sent to the Dealership that I purchased my 2004 Ford Ranger Truck from. I would like you to follow up on my complaint. After two service calls to the dealership, they failed to find defect in my brake problem. Included are pictures of the damages in the wheel cylinders, brake lining and deteriorated parts. This is not something that should have happened to a new vehicle. If this is a factory recall or defect, I feel that you are responsible for the damages. I am lucky that I did not lose brake use totally and there was a serious accident or death due to this deterioration. Please respond.

Thank you.

Sincerely, /
[REDACTED]

Dealership of purchase: Bob Ferrando Ford
P. O. Box 152
Rt. 20
Girard, Pa. 16417-0152
814-774-5678

[REDACTED]
[REDACTED]
[REDACTED]
North Kingsville, Ohio [REDACTED]
[REDACTED]

March 15, 2007

Bob Ferrando Ford
P. O. Box 152
Girard, Pa. 16417-0152
814-774-5678

RE: The rear brakes and wheel cylinders of our 2004
Ford Ranger Truck Vin # 1ftzr15e04p [REDACTED]

Dear Mr. Bob Ferrando;

As stated: the truck while under warranty was brought back to your service department and a complaint about trouble with the brakes was reported. Those service dates were 12/03/05 & 02/16/06. On both occasions, your technicians found no problems. I personally brought the truck in on a Saturday and told your service manager about the problem with the brakes. The rear wheels or the front for that matter were never removed to expose the leaking wheel cylinders. Over the period of the following year the brake fluid leaking at a slow pace dissolved the brake

lining and caused all the other springs and components to rust and break. I have replaced all the rear components and saved the old ones to show how deteriorated they had become in that amount of time. This ranger 4x4 has never left the pavement and is the primary family car used by my wife only. (I have been restoring Corvettes and building street rods all of my life and have never seen brake components this deteriorated in a vehicle bought new and having 48,000 miles.)

I believe if the truck would have been properly checked by your service department when the complaint was made, these repairs would have been covered under the warranty. Or if this a defect from the factory, it needs to be checked into and customers need to be aware of it.

I know the brake lining is only covered for 12,000 miles but they were not worn out from normal use but destroyed from the brake fluid. We are lucky that there was no one hurt or killed in an accident due to the deterioration of these parts.

The estimate to have a local mechanic do all the repairs was well over \$400.00 for which we did not have. I took a day off from work and did the work properly for which I lost \$145.00 in wages and had to spend \$ 93.96 in parts. The copies of the receipts are enclosed. I have also contacted more than one authorized Ford Technician and they too told me that

there has been a problem with the rear wheel cylinders of the rangers. One of the gentlemen is one of your mechanics, who will remain nameless. I contend that if the problem were properly checked out while under warranty I would not be in this situation today. I feel compensation is in order. I did not appreciate your service manager fluffing me off as if I didn't know what I was talking about and also on one service visit the service manager handed my wife an invoice for over \$100.00 for checking out the brake problem. This was argued by my wife at that time till a new invoice was written subtracting those charges. Part of buying a new car in today's market hinges on service. If you can't stand behind your service, than nothing else matters. And you will not get return customers. This was the first new auto we have bought in the last 20 years and before that they were all Ford Trucks except one. We wanted a new vehicle with a warranty and someone who stands behind their warranty.

I know you do not make the cars but I think it is ridiculous that a window sticker of a truck for \$22,000 does not include (10)-12 cent grease fittings for the ball joints and tie rod ends. This truck sounds like a bucket of bolts when you go over a bump.

I am enclosing pictures of the deteriorated parts, the wheel cylinders and what was left of the brake parts. I am asking for reimbursement of:

Parts:	\$ 93.96	
Lost Wages	160.00	
Labor		(what would your service Dept charge?)
Total	\$ 253.96	

Sincerely,



CC: Ford Motor Co.; NHTSA

PHOTOGRAPHS

DESTROYED

BY

POST OFFICE

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).