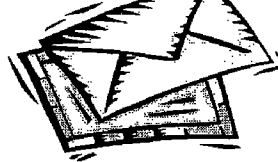


NHTSA ccmMercury Routing Slip



Printed: 4/24/2007

NHTSA #: ES07-002277

XREF #:

Delivery: REG

Rec'd Date: 4/24/2007

Doc Type: GEN

Address To:

Referred By: NPO-011

Doc Date: 4/10/2007

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: INFO COPY OF COMPLAINT LETTER TO FORD MOTOR COMPANY RE HIS DISSATISFACTION WITH THE LACK OF PERFORMANCE, RELIABILITY AND QUALITY OF 2004 FORD EXPLORER XTL

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: NRN

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date: 4/24/2007

Most Recent Comment:

Author:

CL-10189018-9532

FORT WASHINGTON, MD

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	4/24/2007		
NVS-010	INFORMATION	4/24/2007		4/24/2007

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Fort Washington, Maryland [REDACTED]
[REDACTED]

April 10, 2007

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, Michigan 48126

Dear Sir or Madam:

The intent of this letter is to formally express my extreme dissatisfaction to Ford with the lack of performance, reliability and quality of my 2004 Ford Explorer XLT. Additionally, I would like to express my dissatisfaction with Ford's seemingly unwillingness to respond to or address the concerns and complaints that myself and many, many others have regarding this particular model.

The following summarizes a series of unfortunate events that I have experienced with my not yet three year old vehicle.

- In early 2005, February or March, not long after I bought my vehicle I began experiencing very hard shifting into gears from a parked position as well as between gears while driving. I researched this issue and discovered that this was a very common complaint amongst my fellow new Explorer XLT owners. I contacted the dealer that I bought the vehicle from and had the vehicle repaired under warranty. Apparently the Solenoid selection during manufacturing proved to be inadequate and was replaced with a Ford recommended replacement. My concern at the time was that this seemingly minor issue would lead into larger issues down the road as most transmission related issues typically do.
- In January of 2006 while traveling in the second to the left lane on a four lane portion of I-95 in Virginia my vehicle literally died on me. I was left trying to make my way across two lanes of speeding traffic as my vehicle was gradually coming to a stop. Unfortunately at this time my vehicle was just outside of the meager 36,000 mile warranty that comes with the vehicle. I spent \$795.13 out of pocket on repairs alone, not including the charges I paid for towing and a vehicle rental. The problem this time was apparently a faulty "throttle sensor" that burned out. I did not receive any warnings that something was going wrong with the vehicle.
- In March of 2007 while traveling on I-95/495 in Maryland my vehicle once again died on me. The engine remained operational however the vehicle itself became non responsive to the gas pedal or gears. I was literally left in the middle of the road for an hour waiting on a tow truck since I was traveling on an incline and unable to make it to the shoulder before the vehicle rolled to a complete stop. The traffic backup that I created was quite impressive though. This time around I spent a little over \$2,100 out of pocket to have the "clutch plate" replaced which to the Ford mechanics bewilderment apparently buckled and caved in.
- As I write this letter my vehicle is once again in the shop at the Ford dealer. I was just notified that today I will spend in excess of \$1,200, not including the rental car, to make my vehicle road worthy once again. This time the vehicle is experiencing a misfire on "Piston 6" as well as a failure of the lower throttle body and pulley assembly.

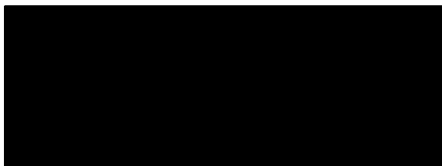
The above listed events do not include a multitude of other issues that I have had such as my vehicle turning off on me for no apparent reason while I have the cruise control on. The dealer can't

explain it but it happens and it happens a lot. I am forced to put the vehicle into neutral while driving at highway speed and restart the vehicle again. I wonder if this ongoing issue contributes to the rampant transmission issues that Ford Explorer owners have by switching the vehicle from neutral back into gear at highway speed. The above listed events also don't explain why my vehicle slams into gear when I am reversing and turning the wheel at the same time. I wonder if this also contributes to the rampant transmission issues experienced by Ford Explorer owners. My Ford dealer believes that this is a definite possibility but can't begin to explain why my vehicle or so many other owners have this problem. As stated above, my vehicle is once again at the dealer practically spending more of my money than it helps me to make by bringing me back and forth to work. Not literally but it definitely seems like it. My prime concern is that I bought what I thought was a "Built Ford Tough" quality vehicle. In return I have or will soon have spent in excess of \$4,100 in repairs alone. This figure does not include rental cars, towing or regular/routine maintenance. My vehicle is not yet three years old. I wouldn't dream that anyone should pay this much in repairs, not maintenance but repairs to keep their less than three year old vehicle running safely.

As an average, day to day American Consumer I am dismayed with the idea that while Ford reorganizes to better their own profits, they seemingly ignore serious complaints and safety concerns that are plaguing the vehicles that they manufacture and put on the road. The reason that I and many other average American Consumers are buying more Foreign Vehicles than ever isn't because we don't like the Ford Chairmen, Executive Leadership, Plant workers or their locations, etc. It's because the expected reasonable levels of quality and reliability are no longer there in Ford vehicles. Since the summer of 2006 my family has purchased two additional vehicles, one for my teenage son and one for my wife. For my son we purchased a 2007 Toyota Corolla. For my wife we purchased a 2006 Honda CR-V. One of the biggest selling points for both vehicles was the warranty. Like many others, I believe that if the vehicle that you manufacture is of quality then the manufacturer will actually stand by it without charging you for an extended warranty. At no time did we even begin to consider a vehicle manufactured by Ford. I am now thinking that I have no other choice other than trade my vehicle in within the next year or so to avoid almost certain continuous repair bills. After this experience I highly doubt I would look at a Ford manufactured vehicle as a replacement. I am not writing this to spite Ford, I am writing this as an average American Consumer, unscreened and unsolicited to notify you that this is how many Americans now feel.

In conclusion, I sadly expect to see nothing come of this letter whatsoever. I simply wanted to make sure that I was heard instead of seemingly, continuously being ignored. Today I will pay my bill at the dealer since I have absolutely no other option and will walk away with my head down in shame. Thanks Ford!

Sincerely,



CC: Ford Motor Company Board of Directors; NHTSA Headquarters; Consumer Affairs.com