

CL-10203839-3348

NVS-200

2007 SEP 19 AM 7:42

2007 SEP 18 AM 8:33

[REDACTED]  
LIVONIA MI [REDACTED]  
September 10, 2007

FORD MOTOR COMPANY  
CUSTOMER RELATIONSHIP CENTER  
PO BOX 248  
DEARBORN MI 48126

Dear Mr. William Ford:

As concened Ford shareholders, we are writing regarding the Crown Victoria we purchased new in January, 1995. it has given us very good service. At 97,000 miles it doesn't use any oil, has no body rust and has the original exhaust system.

Last November while having the car serviced, it was noted that the oil pan was badly rusted. The labor charge to remove the pan was [REDACTED] because the engine had to be lifted.

A few months later (luckily while backing out of a parking space) the brakes failed. The fluid was dripping from under the left/center of the body. I called Bill Brown Ford in Livonia, MI where we purchased the car and was told there was no brake related recall. When I asked for a ball park repair estimate, he said about [REDACTED] because the brake line at that point was enclosed in the frame channel and the body would have to be lifted to get at it.

It is hard to believe an oil pan could rust through! Rusted brake lines are unthinkable! The labor costs are incredible!

I purchased a 2002 Tarus from Bill Brown. Please assure us the oil pan and brakes are not going to fail.

The next car we purchase must have a rust proof oil pan and brake lines. We will also check the labor repair cost book.

Awaiting your reply concerning the 2002 Tarus.

Sincerely,

[REDACTED]

c: Administrator, National Highway Traffic Safety Administration

MC  
call 9/10/07  
KB