

FYI-

CL-10313194-4277

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ALAN MULALLY
FORD MOTOR COMPANY
CEO CHAIRMAN
THE AMERICAN ROAD
DEARBORN, MICHIGAN 48121-1899

NOVEMBER 11, 2009

WE PURCHASED A 2002 EXPLORER JUNE OF 2001 AT CAPITAL FORD
4900 CAPITAL BLVD RALEIGH NC. UNTIL NOW WE HAVE BEEN
COMPLETELY SATISFIED WITH OUR PURCHASE.

ON NOV 4 2009, WHEN LEAVING FOR WORK, IN SHIFTING FROM PARK
TO REVERSE, THE BALL CRANK BROKE. THE VEHICLE HAD TO BE TOWED
FOR REPAIRS.

OUR MECHANIC OF OVER 30 YEARS COMMENTED HE HAD NEVER SEEN
THIS HAPPEN TO A VEHICLE. HE MADE NUMEROUS CALLS IN SEARCH
OF THE PART NEEDED, ONLY TO DISCOVER THE ENTIRE STEERING
COLUMN HAD TO BE PURCHASED, TO THE TUNE OF \$1395.00!!

OUR MECHANIC ALSO CONTACTED A LOCAL FORD DEALERSHIP TO
DISCOVER THIS HAS BEEN A COMMON PROBLEM WITH THE EXPLORER.
WE HAVE FOUND THIS VERY DISTURBING AND DO NOT UNDERSTAND
WHY THIS DID NOT THROW UP A **RED FLAG** TO THE COMPANY OF
SAFETY CONCERNS. THERE IS SOMETHING SERIOUSLY WRONG FOR THIS
TO HAPPEN TO A VEHICLE IN 40 PLUS YEARS OF DRIVING, WE HAVE NEVER
HEARD OF THIS HAPPENING EITHER.

WE FEEL WE SHOULD BE REIMBURSED THE \$1395.00 FOR THIS PART FROM
FORD MOTOR COMPANY!!

AFTER THIS EXPERIENCE, WE WILL PROBABLY NEVER PURCHASE
ANOTHER EXPLORER. WE CURRENTLY HAVE TWO FORD VEHICLES
SITTING IN OUR DRIVEWAY. HOWEVER DEPENDING ON THE OUTCOME OF
THIS LETTER, WILL CERTAINLY DETERMINE IF WE EVER PURCHASE
ANOTHER FORD PRODUCT.

SINCERELY, [REDACTED]
RALEIGHNC [REDACTED] HOME PHONE [REDACTED]

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CC FORD MOTOR CO
CUSTOMER RELATIONSHIP CENTER
POBOX 6248
DEARBORN, MI 48126

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02/22/2010
CW