

Subject: FW [REDACTED]
Date: Monday, October 18, 2010 9:10:07 AM

Report Vehicle Safety Defects!



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From: [REDACTED]
Sent: Thursday, October 14, 2010 1:22 PM
To: DataQuality, DataQuality (NHTSA)
Subject: [REDACTED]

I went to Advantage Ford of Stuart to have the problem fixed before it hit the warranty. Supposedly they fixed it. Funny it broke again and now it is under the warranty. I was told by the person who helped me that the problem was **Very Common**. The dealership wanted \$400 to fix it **AGAIN**. I asked to talk to the manager and the man would not talk to me. Did not even return my call !! We have been owners of Fords for many years. We also own a F350 in our home and previously a Ford Explorer for 10 years and an F150 before that. We never had a problem like this. I currently have a friend [REDACTED] who is experiencing the same problem on their **2003 Expedition** for the **second time**. Her phone number is [REDACTED]. There should be a recall on it. I will put more thought into the automobile I will be buying for my son this year.

[REDACTED]