

CL-10351013-4034

AUG 16 2010

8/7/10.

H.

Re 2004 Ford Explorer transmission problem.

My name is [REDACTED] I live in Greenwich
ct. I am writing in regards to a problem
with the 2004 transmission slip into gear
and banging into reverse. When I brought my
Explorer it was new with in a year the problem
started. I took it back to the dealer and they
said the factory put the wrong fluid in it they
change it then it went away ~~now~~ Then about
two years into having the car the same thing happen.
they change a solenoid and it went away now
I have 55 thousand miles on this Explorer it started
again slipping into gear and banging into reverse so
I took it to the dealer and told them what was
happening and it started from the day I brought it
up to now. So I paid to have the transmission
fluid change for a few weeks it was ok then
it started again slipping to gear banging into reverse.
is there anything I can do or is Ford going to do
anything that you might know about it seems
very many people who have 2004 Explorer have
trouble with there transmission too what can be
done.

Thank you

NH
08/18/10
TGW

[REDACTED]
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