

MAR 1 6 2011

March 8, 2011

Ford Motor Company
Customer Relations Center
PO Box 6248
Dearborn, MI 48126

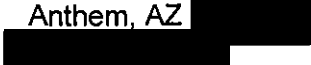
Dear Customer Relations Specialist,

I am writing this letter out of frustration with Ford Motor Company. As you can see by the enclosed documentation, I have had to replace the solenoid in my 2004 Ford Explorer for the third time. This vehicle has only 30,000 miles on it. I feel that it was a safety issue as the car would not engage into reverse without jolting and hard shifting. I am in the process of doing driving instruction with my fifteen year old son and did not feel safe in the fact that the car would not go into reverse correctly.

After attempting to have both Sanderson Ford and Bell Ford repair this issue, we finally took it to AAMCO for the solenoid replacement. Numerous phone calls to customer service to try and recoup some of the expense for this repair were made. Nothing was offered by Ford to help in the cost of the repair. We were willing to even split the cost of this repair with Ford.

Because this is a safety issue, I am asking that this be looked into as other Explorer owners are surely going through this as well. Please feel free to contact me if you have any questions. Thank you for your time.

Sincerely,


Anthem, AZ


CC: Better Business Bureau
4428 N. 12th St.
Phoenix, AZ 85014

NHTSA
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

FF
032111
TAW

081204439

CUSTOMER SERVICE MGR (LAST)		(FIRST)		DATE		PRINTED WITH	
SURPRISE				2/10/11 14:46		No. 205831	
ADDRESS		CITY		STATE/PROV. ZIP/POSTAL CODE		MILEAGE	
		PHOENIX		AZ		30694	
YEAR MAKE		MODEL		COLOR		TRANSMISSION TYPE	
2004 FORD		EXPLORER		WHITE		5R55S	
WARRANTY CLAIM INFORMATION		ORIGINAL CENTER		ORIGINAL RO		ORIGINAL MILES	
						1FMZU75K84Z	
				PROD. DATE		ENGINE SIZE	
				02/04		4.0L	
HAT NUMBER		EMAIL ADDRESS					

INTERNATIONAL
CUSTOMER SERVICE
201 Gibraltar Road
Horsham, PA 19044
Call toll-free: (800) 523-0401



**TOTAL
CAR CARE
EXPERTS**

25090
Surprise Transmissions Llc
17138 N. 134th Dr., Ste 104
Surprise, AZ 85374
623-556-2656

An independently owned and operated AAMCO Center

SC	WC	SERVICE DESCRIPTION	PRICE
		AAMCO TRANSCAN AUTHORIZATION: BY: SURPRISE DATE: 2/10/2011 TIME: 2:46:36 PM FROM: CUSTOMER VERIFICATION: SIGNATURE	
		DESCRIPTION OF PROBLEM-- GOING INTO REVERSE DELAY, THEN HARD SHIFT	
		TRANSMISSION SERVICE	
		AAMCO SAFEGUARD SERVICE WITH A NINETY (90) DAY WARRANTY ON PAN GASKET LEAKS ONLY	
		1 NEW - FILTER - W/400 INLET(B)	25.12
		1 NEW - GASKET - PAN (B)	2.00
		6 NEW - TRANS FLUID (B)	30.00
		2.1 LABOR (SGS) (B)	231.00
		AUTHORIZED TRANSMISSIONS SERVICE AMOUNT \$293.53	
		AUTHORIZATION: BY: SURPRISE DATE: 2/11/2011 TIME: 3:54:44 PM FROM: MZ VERIFICATION: V	
		TRANSMISSION	
		PARTS: 57.12	LABOR: 231.00
		SUBTOTAL: 288.12	
		Total Car Care	
		PARTS: 0.00	LABOR: 0.00
		SUBTOTAL: 0.00	
		**SHOP SUPPLIES 5.41	
		TOTAL LABOR 231.00	
		TOTAL PARTS 57.12	
		SUBTOTAL 293.53	
		TAX 5.94	
		TOTAL 299.47	
		CERTIFICATION	
		This certifies that the automotive components described above have been properly repaired and restored to sound working condition.	
		Authorized Signature	
		Authorized	
		Delivery Date	



IT'S GETTIN HOT
 WE GOT SALES ON ALL A/C PARTS THIS SUMMER
 !!!!!!!WE WANT YOUR BUSINESS!!!!!!
 CALL DWAYNE, DARRIN, OR ROBERT
 WE DELIVER ON SATURDAYS!!!!!!
 CALL US DIRECT AT 602-866-1446 OR TOLL FREE 800-888-1776
 PLEASE REPORT DAMAGES WITHIN 48HRS
 NO RETURNS ON GLASS OR SPECIAL ORDERS

2401 W. BELL ROAD, PHOENIX, ARIZONA 85023
 (602) 866-1776
 MAILING P.O. BOX 42510
 ADDRESS: PHOENIX, AZ 85080-2510
 www.bergegroup.com
 www.bellford.com

CUST. NO.	TAX EXEMPT NUMBER	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
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10010386
 602-550-9983

CRED CD ROBERT GARDEA
 623-556-2656

02/12/11

499907
 FOR

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C & G AUTO BROKERS
 3022 W CARAVAGGIO LN
 PHOENIX, AZ 85086-2241

S
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T
O
P

AAMCO TRANSMISSION
 17138 N 134TH DR STE 104
 SURPRISE, AZ 85378-7121
 602-490-3782

SHIP QTY.	B.O QTY.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	9L2Z-7G391-A SOLENOID ASY	072	393.10	314.48	314.48
SUBTOTAL						314.48
TAX						0.00
FREIGHT						0.00
PAY THIS AMOUNT						314.48

ENTERED
 FEB 11 2011
 BELL FORD
 QUALITY PARTS
 EXCITED TO SERVE

HOURS M-F 7-6 & SAT 8-5
 IF YOU FEEL WE ARE NOT GIVING YOU OUR BEST
 CONTACT RICHARD AT 602-866-1446

CUSTOMER COPY

NO REFUND WITHOUT THIS RECEIPT. NO REFUND ON ELECTRICAL ITEMS. NO RETURNS AFTER 10 DAYS. 20% RESTOCKING CHARGE.
 AS IS - The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.
 SERVICE PARTS WARRANTY. I have read, understand and accept all provisions of the Warranty Statement above.



PARTS INVOICE

07:37:33 PAGE 1 OF 1
 NET504

██████████
Anthem, AZ



NHTSA
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

