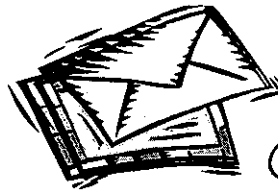


NHTSA ccmMercury Routing Slip



CI-10409548-3685

Printed: 6/22/2011

NHTSA #: ES11-004040	Rec'd Date: 6/22/2011	Referred By: NPO-011
XREF #: ES11-003462	Doc Type: CNG	Doc Date: 6/17/2011
Delivery: MESSENGER ENV.	Address To: DOT/I	Due Date: 7/15/2011
S10 #:	DOT/I #: 2011-2271	RMP #:
Subject: LETTER FROM SENATOR CASEY ON BEHALF OF CONSTITUENT [REDACTED] RE CONCERNS ABOUT HER 2005 FORD ESCAPE		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: CHAN LIEU	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

Author:

THE HONORABLE ROBERT P CASEY, JR.
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	6/22/2011	7/15/2011	
NVS-010	INFORMATION	6/22/2011		6/22/2011
NIA-110	INFORMATION	6/22/2011		6/22/2011

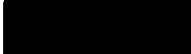
JUN 23 2011

RECEIVED - NHTSA
2011 JUN 22 P 1:09
EXECUTIVE SECRETARIAT

ET
062311
TAW

20-Jun-11

2011 Senate Report - Governmental Affairs Correspondence
Control Sheet (I-10), W85-328

Control Number: 2011 – 2271
Date DOT Received: 5/20/2011
Date DOT Entered: 5/20/2011
Member's Date: 6/17/2011
Member Last Name: Casey, Jr.
Member First Name: Robert P.
Member Organization: United States Senator
Address1 22 S. 3rd Street, Suite 6A
Address2
City: Harrisburg
State: PA
Zip 17101
Constituent File Name: 
Constituent Date
Action Office: National Highway Traffic Safety Administration
Subject: 2005 Ford Escape
Action Office Code: NHTSA
Due Date: 7 /15/2011
Member Contact: Michael Deery
Pending Yes
Member Contact Phone: (717) 231-7552
Closed Date:
Remarks:
Direct Reply/Comeback Copy Yes
Congressional Affairs Contact

ES11-004040



Senator Robert P. Casey, Jr.

United States Senate
 Harrisburg Office
 22 S. 3rd Street, Suite 6A
 Harrisburg, PA 17101
 Phone: (717) 231-7540
 Fax: (717) 231-7542

FACSIMILE TRANSMITTAL SHEET

TO: Mr. Robert Letteney, Deputy Assistant Secretary for Governmental Affairs	FROM: Michael J. Deery, Constituent Advocate
COMPANY: U.S. Department of the Treasury	DATE: 13
FAX NUMBER: 202-366-3675	TOTAL NO. OF PAGES INCLUDING COVER: 6/17/11
PHONE NUMBER: 202-366-4573	

URGENT
 FOR REVIEW
 PLEASE COMMENT
 PLEASE REPLY
 PLEASE RECYCLE

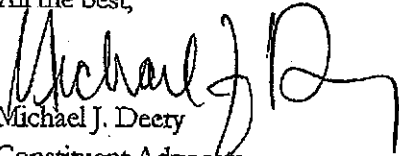
NOTES/COMMENTS:

Dear Mr. Letteney:

Please review the enclosed correspondence from [REDACTED] and provide our office with an update.

Thank you for your time and attention to this matter.

All the best,


 Michael J. Deery
 Constituent Advocate

Senator Robert P. Casey Jr.
 Harrisburg Office
 22 S. 3rd Street, Suite 6A
 Harrisburg, PA 17101
 717-231-7552
 717-231-7542 fax
Michael_Deery@casey.senate.gov

ROBERT P. CASEY, JR.
PENNSYLVANIA

COMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY
FOREIGN RELATIONS
HEALTH, EDUCATION,
LABOR, AND PENSIONS
SPECIAL COMMITTEE ON AGING
JOINT ECONOMIC

United States Senate

WASHINGTON, DC 20510

HARRISBURG OFFICE:
22 S. THIRD STREET, SUITE 6A
HARRISBURG, PA 17101
(717) 231-7540
<http://casey.senate.gov>

June 17, 2011

Mr. Robert Letteney
Deputy Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Mr. Letteney:

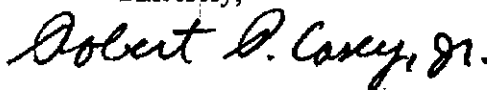
My office has been contacted by [REDACTED] regarding concerns about her 2005 Ford Escape. I am enclosing a copy of the correspondence I have received.

Please review [REDACTED] correspondence and provide a status regarding her concerns that I may share with her.

If you have any questions or need additional assistance, please contact Michael Deery in my Office of Constituent Services at (717) 231-7552.

Thank you for attention to this request.

Sincerely,



Robert P. Casey, Jr.
United States Senator


Senator Robert P. Casey, Jr.
Case Information and Privacy Act Release Form
 Please return to our office either by email, fax, or U.S. mail.
 Office of Senator Robert P. Casey, Jr.
 22 South Third Street, Suite 6-A
 Harrisburg, PA 17101
 (717) 231-7542 (fax)

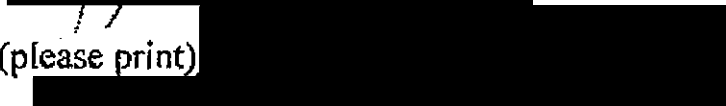
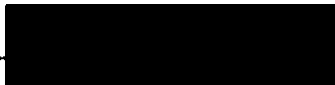
Submitting this form to other offices will result in unnecessary delays.

The Privacy Act of 1974 is a federal law designed to protect you from any unauthorized use and exchange of personal information by federal agencies. Any information that a federal agency has on file regarding your dealings with the United States government may not, with a few exceptions, be given to another agency or Member of Congress without your written permission. Family members, friends, or other interested parties generally may not authorize on your behalf the release of information covered by the Privacy Act.


I hereby request the assistance of the office of **Senator Robert P. Casey, Jr.**, to resolve the matter described on page 2 of this document. I authorize **Senator Casey and his staff** to receive any information they might need to provide this assistance.

I certify that the information I have provided to **Senator Casey and his staff** is true and accurate to the best of my knowledge and belief. The assistance I have requested from **Senator Casey's office** is in no way an attempt to evade or violate any federal, state, or local law.

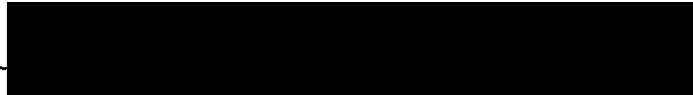
SIGNER:  DATE: 6-16-11

Name: (please print)  Date of Birth: 

Address: 

City: Williamsport State: PA Zip Code: 

Day Telephone:  Evening Telephone: 

E-mail Address: 

Federal Agency Involved: _____ Case Number (if applicable): _____

Social Security Number (if applicable): _____ Passport Number (if applicable): _____

Do you currently have a case pending before a local, state or federal court pertaining to this matter?

YES: _____ NO: If yes, please explain

Case Information and Privacy Act Release Form
Page 2

Please describe the problem for which you are requesting assistance. You may attach additional sheets if necessary. Any documents sent to this office will be electronically archived and the documents will be destroyed. Do not send originals.

See attached

Specifically state the assistance you request from our office and the outcome you desire. Please include copies of any documents or materials you think we should have to assist with your case. Please limit your attachments to no more than 5 pages.

- 1) Pay for all costs incurred to have the problem fixed.
- 2) notify ALL owners of 2005 Ford ESCAPES of this impending issue.
- 3) Have a Recall of ALL 2005 Ford ESCAPES

To: Pennsylvania Office of Attorney General

From:

Williamsport, Pa.

Date: May 10, 2011

I am writing to you today to ask your assistance in helping me with a serious issue that is not only affecting me and numerous other people, but will be affecting many more people in the near future. Here is my story and information that will help you determine if there is anything that we can do to solve this outrageous problem.

On March 23, 2011 my car, a 2005 Ford Escape, began acting up. The next day I took it to my mechanic, Duane Hicks, NDH Automotive, 1851 Liberty Dr. Williamsport, Pa. 17701, to be checked out. When my mechanic hooked it up to his computer, it was telling him that a cylinder was not firing but that he thought that it was more involved than that. After further examination it was discovered that the PCM (power control module) was damaged.

The PCM was sent to Cardone Reman, for repair through NAPA auto parts, 350 W 3rd St. Williamsport, Pa. 17701, on April 5, 2011 to rebuild the PCM. The technician at Cardone told my mechanic that Ford recommended that all 6 coils and all 6 spark plugs be replaced. This is also stated in a TSB, technical service bulletin #090206 and was updated in the TSB # 101810. My mechanic did as instructed according to the Ford directives. The PCM was returned to him on Friday April 15, 2011. The car and the newly rebuilt PCM had to be taken to a Ford dealership, Quality Care Service Center, 3600 W 4th St. Williamsport, Pa. 17701, to have it reprogrammed for my car. The dealership could not get us in until Monday, April 19, 2011.

On Monday April 19, 2011, I got a call from my mechanic stating that he had gotten everything programmed and reinstalled and there was a problem. Now instead of the original circuit B misfiring, circuit C was misfiring. We had to send the PCM back to Cardone and have it rebuilt again. This also meant replacing all 6 of the coils and spark plugs for the second time. The PCM was returned to us on Friday May 6, 2011. Again, we could not get the car into Quality Care until Monday, May 9, 2011. On that day I was again given the bad news that, after the reprogramming, now circuits C, D, and E were misfiring. The 6 coils and plugs are going to have to be replaced for a 3rd time. My mechanic and I decided to order the PCM from Ford this time, at a cost of almost 3 times more than what Cardone was asking. The part is scheduled to be here in 4 to 5 days. BUT, there is no guarantee from the Ford dealership that the PCM they get us is going to work any better than the ones from Cardone. Today is the 48th day that I have been without a car.

The following are VERY IMPORTANT issues that I have been told or discovered in the course of researching this problem and they all lead back to the Ford Motor Company:

THIS IS NOT A NEW OR SINGULAR PROBLEM WITH THE 2005 FORD ESCAPE AND THE FORD MOTOR COMPANY HAS KNOWN ABOUT THIS PROBLEM ALL ALONG! This problem is a faulty engineering design. They placed the PCM computer behind the engine compartment where there is a lot of heat generated from the engine and it interferes with the frequency of the PCM. The coil damage is not evidenced by their ability to deliver a spark but rather by a loss of RF protection due to misfiring. In turn the coils loss of RF protection damages the computer PCM module. I spoke to a Ford Customer Service Rep. on April 20, 2011, case # 0444381101. He instructed me to take the invoice from my mechanic to a Ford Dealership and give it to the service manager. I was told that he would forward on the complaint and request for reimbursement for all expenses for the repairs from me to Ford Headquarters. When I spoke to my mechanic yesterday, he estimated that with the cost of the PCM @ \$805.00 from Ford that my bill is now at approximately \$2000.00. We will not have the final bill until my car is completely repaired. People are spending thousands of dollars to fix this problem only to have it reappear soon after repairs are made. The dealers are not volunteering the TSB information and not following the guidelines and doing a complete repair. I have enclosed numerous complaints that I found regarding this issue on the website www.carcomplaints.com. This is NOT a local issue, it is happening to every 2005 Ford Escape owner. Ford is well aware of the problem yet due to the fact that most of these problems do not occur until around 30,000 miles, they have ignored the problem and complaints of its customers. My car is only 6 years old and it will never be right. There is NO guarantee that this problem will not happen again. As a matter of fact, it is almost guaranteed TO happen again at any time, due to the faulty engineering design. I believe a total recall of all 2005 Ford Escapes should happen and reimbursement should be made to all the people that have had this issue and paid out of pocket for all of the repairs. If the design can not be changed, then Ford has a responsibility to all the 2005 Ford Escape owners to do right by them either monetarily or with a new vehicle. They have knowingly hidden this problem from all of the owners of this vehicle and done nothing to compensate them for all of their hard earned money and inconvenience. They have put us in a real predicament as to how to proceed with this issue. Do I get it fixed and keep it and wait for the problem to reoccur again and have to pay thousands of dollars to get it fixed again? Do I get it fixed and trade it in on a new car and pass this problem on to some unsuspecting car buyer on a used car lot? I have sacrificed for years to pay off this car and I am close to paying off my house in the hopes of retiring soon. This car was to last me through my retirement years. Now, I am in a quandary as to what to do with this. Do I have to purchase a new car through no fault of my own but due to the fault of the Ford Motor Co? They should do right by their loyal customers and come clean about this problem and make it right. There WILL be more and more complaints concerning this issue as these cars reach the 80,000 mile mark. How long can they continue to ignore this issue?

On Tuesday May 3, 2011 I sent letters out to all my representatives to see if they could assist me with this problem. I contacted Jacqueline Bell in Mr. Marino's office and she agreed to assist me. I have enclosed my privacy release statement to her and our email that we sent to each other. She was very helpful and I am grateful for her assistance. Mr. Marino's office did get Teresa Winfrey from Ford Headquarters to contact me. I spoke with her on Monday May 9, 2011. I explained all the issues with her and basically her reply to me is that since I did not take the car to a Ford dealership to have the repairs done, that Ford would not compensate me in any way for any of the repair work. She would not confirm or deny that there is a problem with the 2005 Escape and kept evading my questions concerning the faulty engineering design. I called this morning and left a message on her machine to please send me a letter verifying what we discussed yesterday. I will forward that on to you as soon as I get it from her, if I get it from her.

Enclosed you will find: statements from other Escape owners experiencing the same issues.

My privacy release statement for Representative Marino.

Pages from Cardone's webpage and my customer complaint that I sent them today.

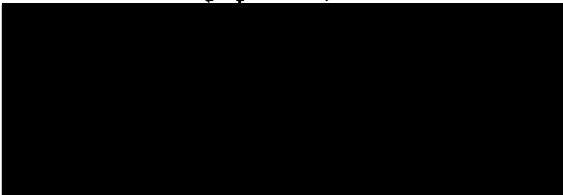
A copy of my email to Jacqueline Bell in Mr. Marino's office.

A page of misc. information that you may need.

In closing please help me and other Ford Escape owners with this very real and very expensive issue. I am at a lose as to what to do and the inconvenience of being without a car and having to depend on all of my family members has me stressed to the limit. If there is any other information that you require, please feel free to contact me at any of the phone numbers listed above.

Thank you in advance for any and all help with this matter!

Sincerely yours,



[REDACTED]

From: "Bell, Jacque" <Jacque.Bell@mail.house.gov>
To: [REDACTED]
Sent: Wednesday, May 11, 2011 1:46 PM
Subject: FW: [REDACTED]

[REDACTED]

This is the response I received from Ford. Let me know if this office can be any further assistance
 Jacque

Hi Jacque,

A representative from the Executive Offices of our Customer Service division reviewed this case and spoke with [REDACTED] and to the service manager at Ford of Williamsport. The vehicle has only been to a Ford dealership once. On April 18, the car was towed to Ford of Williamsport with a request to reprogram a PCM unit that her local mechanic had installed. According to the service manager at the Ford dealership, he found that the mechanic had installed a used PCM and the dealership was unsuccessful in its attempt to reprogram it, so the mechanic towed the vehicle back to their shop. *NOT USED. REMANUFACTURED FROM GARBAGE KANGAROO THIS Ford Part!*

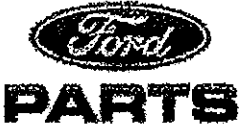
[REDACTED] was advised that Ford Motor Company recommends that diagnosis and repair of vehicles be performed at a Ford dealership to ensure that genuine Ford parts are used and the service is performed by a Ford trained certified technician. She was also told that Ford Motor Company does not reimburse for repairs made by a non-Ford facility and that her vehicle is beyond the manufacturer's warranty by age and mileage.

At this time, Ford Motor Company will not be offering assistance to [REDACTED] as she has decided to continue using a non-Ford facility. [REDACTED] was provided information on how to contact the Executive Offices if she would like to discuss her case in the future.

Please let me know if you have any questions about this case and thank you for bringing this concern to our attention.

Jacqueline Bell
 Constituent Services Manager
 Congressman Tom Marino
 Williamsport District Office
 1020 Commerce Park Drive, Suite 1A
 Williamsport, PA 17701
 Phone-570-322-3961
 Fax-570-322-3965
<http://marino.house.gov>

"The only place success comes before work is in the dictionary"









Catalog Results / 2005 Ford Escape

Attributes: 3.0L - 6Cyl. Limited. Transaxle 4 - Automatic(CD4E)

VIN: 1FMYU94105K [REDACTED]

Emission Control / Control Modules

Part Number	Part Name and Description	Price (MSRP/List)	Your Price	Availability	Other Location(s)
12A650	 Powertrain Control Module 3.0 V6 24V Dual Over Head Cam EFI Modular (+)"CDN/MEX/USA"; Automatic Transmission; 5M11A30506 (GVY3); Replaced by remanufacture	\$738.60			purchased + put on car
12A650	 Powertrain Control Module 3.0 V6 24V Dual Over Head Cam EFI Modular (+)"CDN/MEX/USA"; Automatic Transmission; 5M11A30510 (GVY4); Replaced by remanufacture	\$738.60			
12A650	 Powertrain Control Module 3.0 V6 24V Dual Over Head Cam EFI Modular (+)"CDN/MEX/USA"; Automatic Transmission; 5M11A30511 (GVY5); Replaced by remanufacture	\$738.60			
12A650	 Powertrain Control Module 3.0 V6 24V Dual Over Head Cam EFI Modular (+)"CDN/MEX/USA"; Automatic Transmission; 5M11A30512 (GVY6); Replaced by remanufacture	\$738.60			
12A650	 Powertrain Control Module 3.0 V6 24V Dual Over Head Cam EFI Modular (+)"CDN/MEX/USA"; Automatic Transmission; Prior To Installation Please Refer To TSB 09-02-06, 5M11A30513 (GVY7); Replaced by remanufacture	\$738.60			
12B523	 Powertrain Control Module Bracket Cover 3.0 V6 24V Dual Over Head Cam EFI Modular (+)"CDN/MEX/USA"	\$14.42			

NDH AUTOMOTIVE

1851 LIBERTY DR
 WILLIAMSPORT, PA 17701
 (570) 494-0344

Final Bill

Invoice

Date 5/13/2011	Invoice # 22548
-------------------	--------------------

Bill To

[Redacted]
 Williamsport, PA [Redacted]
 [Redacted]

Auto - Year, Make & Vin

2005 Ford Escape
 VIN: 1FMYU94105K [Redacted]
 Miles 85,967
 License [Redacted] 11/11

Phone 04/20/11	P.O. No.
-------------------	----------

Quantity	Description	Rate	Amount
6	IC386 Napa Ignition Coils	101.80	610.80T
6	XP104 FA Spark Plugs	7.25	43.50T
	MS96252 FA Gaskets	11.55	11.55T
	6U7Z12A650BTARM Reman Ford Computer	750.53	750.53T
3	Hooked up Modis checked codes and found #2 misfire, replaced all spark plugs, replaced all coils, and reassemble. Replaced computer and sent to Ford for programing.	52.00	156.00T
1	Sublet repair / Ford PATS reprogram	84.00	84.00T
	Sales Tax	6.00%	99.38

+Signature
 Thank you for your business.

[Redacted Signature]

Subtotal	\$1,656.38
Total	\$1,755.76

Pd.
 5-13-11

2005 FORD ESCAPE ISSUES

On Wednesday March 23, 2011, I was on my way home from Baltimore, MD., when my car started acting up. The check engine light did not come on at all. I nursed the car home. The next day as I was on my way to my mechanic, there was a pop and all of the lights on my dash started blinking. When I reached the garage, my mechanic hooked it up to the machine and determined that it was a cylinder that was not firing but he thought that there was more damage than just the one cylinder. After further examination, he discovered that the PCM (power control module) was damaged.

The PCM was sent to Cardone Reman for repair by NAPA auto parts on April 5, 2011 to rebuild the PCM since Ford does not make that part any more and a rebuild is the only option. I find this crazy since I know for a fact that when airplane engines are built, Textron Lycoming MUST make and carry every part of that engine for 10 years! Apparently car manufacturers are not held to these same standards. Unfortunately the man at NAPA told the tech at Cardone Reman incorrectly to do a refresh and not a rebuild. When I called my mechanic to get an update he had not heard anything or gotten my part back. After he spoke to NAPA and realized that there was an error he called the rebuild company and told them that the PCM had to be rebuilt and not refreshed. The technician asked him what the problem was and when my mechanic told him and said that if he had known it was going to be such a process, he would have taken it to a Ford dealership to fix. The technician laughed and said that they would have had the same problems! The technician also told my mechanic that Ford recommended that all 6 coils and all 6 spark plugs be replaced. My mechanic did as he was instructed and replaced all of the parts while waiting for the PCM to be returned to him. The PCM was returned on Friday April 15, 2011. The PCM then had to be taken to a Ford dealership to have it programmed for my car according to the VIN number. He was told that he could not get it in to them until Tuesday April 19, 2011. At this point I have been without a car for 23 days!

On Monday April 18, 2011, I got a call from my mechanic that he had gotten the PCM programmed and reinstalled back on my car and that there was a problem! After he reassembled it and put it on the computer to check to make sure everything was working properly the computer was telling him that ANOTHER cylinder was not firing. This is after he replaced all new coils and plugs. Apparently when the PCM was sent to Cardone Reman to be rebuilt, they ONLY rebuilt circuit B of the CPM and now circuit C had to be rebuilt. Why they both were not rebuilt is a mystery to me. It is now May 2, 2011 and I have still not gotten the PCM back from Cardone Reman for the 2nd time. I spoke to Steve, the owner of NAPA, last week and he told me there is a 7 to 10 day turn around from Cardone Reman. He assured me that he would call the company and find out the status of the part and call my mechanic with an update. He never called my mechanic. I am extremely upset with NAPA for their handling of my situation. We never can get any information from them. They should be on top of this situation and be able to give us some information when it is requested, but we have to fight with them tooth and nail for ANY information. I called my mechanic today and he still had not heard from NAPA. When my mechanic called him later in the day Steve, the owner, promised to call

Cardone Reman tomorrow morning and get us an update. We'll see! As of today Monday April 2, 2011, I have been without a car for 40 DAYS! This has been a terrific hardship and inconvenience for me and my family. I have had to borrow my mom or dads car. Thankfully my boyfriends work schedule and mine have allowed us to car pool but not without sacrifices. He has had to give up numerous hours of overtime so that I could take him to work and use his car to go to work. If I would have had to rent a car all this time, my rental bill would be in the thousands of dollars on top of the cost of the repair bill that I am going to have. Who can afford that?

The following are VERY IMPORTANT things that I have been told or discovered in the course of researching this problem and they all lead back to the Ford Motor Company:

THIS IS NOT A NEW OR SINGULAR PROBLEM WITH THE 2005 FORD ESCAPE AND THE FORD MOTOR COMPAY HAS KNOWN ABOUT THIS PROBLEM ALL ALONG! This problem is a faulty engineering design. They placed the PCM computer behind the engine compartment where there is a lot of heat generated from the engine and it interferes with the frequency of the PCM. The coil damage is not evidenced by their ability to deliver a spark but rather by a loss of RF protection due to misfiring. In turn the coils loss of RF protection damages the computer PCM module. Now, I am not an engineer but even I know that you do not put computers near heat! Supposedly, Ford is covering the problem under warranty of the PCM according to the TSB (technical service bulletin) which included 85K miles. That is because it is a smog part and they are federally required to be warranted for that long. I spoke to a Ford Customer Service Rep on April 20, 2011. He instructed me to take the invoice from my mechanic to a Ford Dealership and give it to the service manager. I was told that he will forward on the complaint and request for reimbursement for all expenses for the repairs from me to Ford Headquarters. He assured me that it would not take long for Ford to make its determination whether to reimburse me for these expenses. That is NOT saying they will reimburse me at all. We have not been able to do this yet due to the fact that we can't get the PCM fixed to even get the invoice to the service manager!

At some point Ford, knowing there was a problem, had a recall on their plugs, coils, and PCM but they NEVER once considered a recall on the car for the poor customers that purchased this year of Ford Escape! Recall the parts but not the cars themselves? How does that make any sense? People are spending thousands of dollars to fix this problem only to have it reappear soon after repairs are made. The dealers are not volunteering the TSB info and not following the guidelines and doing a complete repair. I was lucky that the Cardone technician did inform my mechanic about replacing all 6 coils and plugs. They were well aware of the problems yet due to the fact that most of these problems do not occur until around 80K miles, I guess they figured people would not complain. My car is only 6 years old! There is NO guarantee that this problem will not happen again. As a matter of it almost guaranteed TO happen again at any time, due to the faulty design. Then the original parts will not be on the car, and I do not believe that the TSB warranty will cover a second repair since then the car will have over 85K miles. Therefore, I would only be eligible for the warranty that comes with a rebuilt PCM. The attitude of Ford to just do nothing about this problem is atrocious! I believe a total recall of all 2005 ford

Escapes should happen and reimbursement should be made to all the people that have had this issue and paid out of pocket for all of the repairs. If the design can not be changed, then Ford has a responsibility to all the 2005 Escape owners to do right by them either monetarily or with a new vehicle. They have knowingly hidden this problem from all of the owners of this vehicle and done nothing to compensate them for all of their hard earned money and inconvenience. They have put us in a real predicament as to how to proceed with this issue. Do I get it fixed and keep it and wait for the problem to occur again? Do I get it fixed and trade it in on a new car and pass this problem on to some unsuspecting car buyer on a used car lot. I do not have a good feeling about that! I sacrificed for years to pay off this car and I am close to paying off my house in the hopes of retiring soon. This car was to last me through my retirement years. Now, I am in a quandary as to what to do with this. Do I want to keep it and take the chance that in my retirement I am again going to find myself in this situation again? Do I have to delay my retirement due to the fact that I am going to have to purchase a new vehicle through no fault of my own but due to the fault of the Ford Motor Co? This is a very stressful situation that I find myself in and I am not sure what direction to go. I do know one thing though, **THE FORD MOTOR COMPANY SHOULD DO RIGHT BY THEIR LOYAL CUSTOMERS AND COME CLEAN ABOUT THIS PROBLEM AND MAKE IT RIGHT!!!!** Ford should be forced to have a recall or reimbursement. Something needs to be done now! All of the 2005 Ford Escape owners should be notified by Ford of this issue before they reach the magic mark of 85K miles and loose out on the TSB warranty! Perhaps a class action lawsuit needs to be initiated to get Fords attention to this dire problem. A recent newspaper article cited Fords 1st quarter earnings profits at 2.6 BILLION on new cars. I guess they don't give a damn about us loyal Ford owners that are suffering because of them! We are being left to fend unsuccessfully for ourselves. **WE NEED HELP!!**

I realize that this is a long letter but I did not want to omit any vital fact. I urge you, PLEASE, help me and other Ford Escape owners!