

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CI-104594108684

Nat. Highway Traffic Safety Admin
Washington, Dc.

4/19/12

Re: 2004 Explorers
Transmission failure

First, I fully admit I didn't handle my Transmission problem with Ford in a timely and determined manner. Beginning about the time I had Vancouver Ford inspect the Transmission for defects in 2005, an inspection that I firmly believe came to an erroneous conclusion, I developed a serious and painful medical condition which, to this day, I struggle with. During the initial 4 yrs. of this condition I had a great deal of pain which reduced my quality of life in general and sapped my will to deal with things like my transmission. The transmission may have thumped and bumped and hesitated but the car ran. Daily I hoped medical science would solve my medical problem, eliminate my pain. Then I would address the problem.

Well, time went by and the condition of the transmission worsened. The hesitations became longer and the thumps and bumps became more pronounced, occasionally slamming into gear so hard the car shook. It had to be replaced.

It seems to me that:

1. If various web sites are correct Ford made a vast number of defective transmissions for their

MC
051412
THW

Explored during the early 2000's.

2. Ford had had every reason to have swept these problems under the rug during the recession and their bankruptcy.
3. If there is credible evidence that indeed many transmissions were defective Ford should be held responsible for the repair of the units in question and perhaps penalized for stonewalling their customers.
4. I can't help but wonder if the NHTSA might have been told to look the other way while the economy and the Car Cos. were in such difficulty.
5. I may not be so but I feel ill used by Ford and disappointed that NHTSA hasn't stood up and dealt firmly with Ford.

Yours Truly,

[Redacted]

[Redacted]
Bradenton, FL

Ford Motor Co.
Customer Relations Center
Dearborn, Mi.

2/14/12

Re: Transmission failure
2004 Explorer

VIN# 1FMY2U62E542 [REDACTED]

To whom it may concern,

First, I am aware that Ford's 3yr/36,000 mi. warranty on this vehicle expired quite some time ago.

Second, I paid Freedom Ford's price for my Explorer and paid Ford Credit off ahead of time. I met some joint Contract Terms for this car. I am asking you to do the same. Ford implied that each part in my Explorer was of high quality in design, workmanship and materials. They certainly haven't proved to be the case with the Transmission on this vehicle.

The seeds of this Transmission failure began growing right through the warranty year, from the day I picked it up in Fresno, Ca. I first brought the Transmission to the people I had contact with, at Ford USA and Ford International as we worked together to implement your Cust. Satisfaction program #04B22. I was traveling in Mexico at the time. With much ado we finally got me and fluid together in Toluca, on 4/8/05. During our conversation I mentioned that I hoped the new fluid would smooth out shifting performance. Unfortunately it did not.

On 7/25/05 I brought the Explorer to Vancouver Ford.

and asked them to check the Transmission. Perhaps I didn't explain the hesitation and oild thump well. The mechanics didn't find anything wrong and told me I should accept the fact that pickup transmissions are rougher than auto transmissions.

So I thumped and bumped my way through the years. A few months ago the Transmission took a noticeable turn for the worse. The hesitation between shifts more noticeable, the thump louder.

On 2/10/12 AARCO, in Bradenton, checked the codes and found them all OK. They test drove the car and confirmed the hesitation and thump. Their solution is to pull the Trans., open the case and find the problem and rebuild it.

On 2/13/12 USA Transmissions, a NAPA Complete Care Center in Bradenton, did similar testing with similar results. Their solution is the same.

While I would have preferred to take the car to Anthony Ford, I thought \$125.00 for an initial inspection quite expensive.

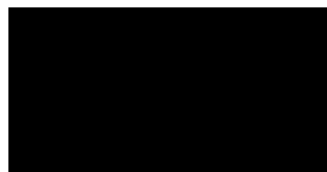
For closing I would like to say that the Explorers generally served me well, including the Transmission. I would ask for a quick response to this letter, the repair needs to be made soon whether or not you handle it as a good will repair.

Yours Truly,

Bradenton, FL

PS - see attached note

I feel I should add That This vehicle has been driven by a retiree who is now 71 and doesn't have to hurry anywhere. The vehicle has been lightly used, less than 10,000 a year and has never pulled a load. It seems inconceivable to me That a quality Transmission could fail with This Type of use. What could I have done to it?





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12-01-2004, 15:48

#1

FlasherJunior Member
Registered MemberJoin Date: Dec 2004
Posts: 1**2004 Ford Explorer Transmission**

Does anybody else know anything about the press release that Ford had a couple weeks ago about putting in the wrong transmission fluid into 750,000 of their Explorers and other cars?

If not, here is 2 new clippings I've found on the internet about it, but Ford is not owning up to it nor is the dealership saying they know anything about it.

thanks,

Flasher

News Clips:

This news broadcast from WCCO.

Ford Issues Notice about New Rangers (It also states Explorers too)

Nov 20, 2004 1:17 pm US/Central

(WCCO) On Friday, the Ford Motor Company said there may be something wrong with the transmission on many of its new vehicles.

Ford is planning to send out a 750,000 drivers alerting them to the problem.

The letters will go to people who bought a 2004 Ford Explorer, Mercury Mountaineer, Ford Ranger Truck or Lincoln LS.

Our sister station in New York broke this story on Thursday, focusing on the Ford Explorer. Friday, Ford says the problems extend to other models too.

The Ford Explorer is the best selling vehicle in the world. About a 500,000 2004's were sold in just 12 months, but a new problem is plaguing some of the popular SUV's.

Travis Walker of J&S Ford said some customers complained of hearing an abnormal clunk when moving into reverse. According to walker, they began receiving complaints around June.

Ford service managers have been swamped fixing the transmissions of 2004 Ford Explorers, with some dealers seeing dozens each week.

The National Highway Traffic Safety Administration has even started tracking the problem on its website, with drivers complaining: "I have tried 4 times to get them to fix this", "bangs into reverse", "lag of up to 5 seconds...which may put me in danger", "it would surge forward", "brake to floor...to keep the vehicle from hurting anyone", "jerks back harshly".

Dealers did get a message from Ford in June warning them of delayed reverse problems, and have been replacing this transmission part, the solenoid.

Today, Ford says they've found it isn't working properly with the transmission fluid that was installed during manufacture.

Phil Lienert of Edmunds.com, said that "We do know that no serious accidents or fatalities have resulted from this".

If you're having a transmission problem with your 2004 Explorer, Mercury Mountaineer, Ranger, or Lincoln L-S, call your dealership.

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[Review: 2012 Nissan Maxima](#)

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[The New 2012 BMW 6 Series](#)



F. M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

F0135519

0387



2004 Explorer

Vehicle ID #: 1FMZU62E54Z [REDACTED] 04B22

[REDACTED]
CARSON CITY, NV [REDACTED]

CALL

June 2005

Ford Motor Company would like to inform you that the expiration date for Customer Satisfaction Program 04B22 has been extended through December 31, 2005. Our records indicate that your vehicle has not yet been serviced for this issue.

Program Information: Customer Satisfaction Program 04B22: Certain 2004 and 2005 model year vehicles equipped with 5R55S/5R55E/5R44E Transmissions

What is the issue? Your vehicle was filled at the assembly plant with a transmission fluid formulation that, over time, may cause delayed and harsh reverse transmission engagements. Under Customer Satisfaction Program 04B22, and at no charge to you, your dealer will install a transmission fluid additive that will correct the fluid formulation and maintain the shift quality of your transmission. The longer that your vehicle is operated with the original fluid, the greater the possibility that your vehicle will experience transmission shifting concerns in the future.

It is very important to have this service repair completed as soon as possible.

What are we asking you to do? Please call your dealer without delay and schedule a service appointment for Customer Satisfaction Program 04B22. If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps and driving instructions.

Service Assistance: If you have additional questions, please contact the Ford Motor Company or Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

Ford/Mercury call 1-800-392-3673 Lincoln call 1-800-521-4140

For the hearing impaired, call 1-800-232-5952 (TDD)

Office Hours: Monday – Friday: 8 AM – 5 PM (Eastern Time Zone)

If you wish to contact us through the Internet, visit: www.ownerconnection.com

If you have recently had this Customer Satisfaction Program completed at a Ford or Lincoln Mercury dealer, please disregard this notice.

We apologize for any inconvenience this may cause and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible. Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon

Frank M. Ligon

Director

Service Engineering Operations

139035

502430

VANCOUVER

INVOICE

A FIVE STAR
FORD DEALER

FORD/HYUNDAI

P.O. Box 6069, 6801 N.E. 40th Street
Vancouver, Washington 98668
360/992-7373 503/230-1440
www.vancouverford.com

VANCOUVER, WA

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 607 ROBERT PRENTICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	04	FORD EXPLORER	1FMZU62E54Z [REDACTED]	[REDACTED]	11658/11658	T3312	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN05 IS			WAIT 25JUL05			CASH	25JUL05
R.O. OPENED	READY	OPTIONS: DLR:VO ENG:4.0 Liter SOHC					

09:24 25JUL05 17:34 25JUL05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S TRANS	DELAYS TO ENGAGE IN TO GEAR FROM DRIVE TO REVERSE					
		INTERMITTENTLY					

CAUSE: F

39 TRANSFER TO WARRANTY

191 HAHN, MICHAEL LIC#: 6836

WF4

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

6836

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

B CLUNK COMES FROM FRONT END AREA WHEN SLOWING TO STOP

CAUSE: F

39 TRANSFER TO WARRANTY

191 HAHN, MICHAEL LIC#: 6836

WF4

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

6836

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

C C/S TRANS HESITATES??? WHEN COAST THEN REACCELERATE

CAUSE: F

39 TRANSFER TO WARRANTY

191 HAHN, MICHAEL LIC#: 6836

WF4

(N/C)

FC: PART#: COUNT:

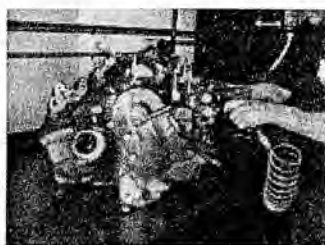
CLAIM TYPE:

AUTH CODE:

6836

STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. Mandatory Arbitration. Pursuant to Section 2 of the Federal Arbitration Act, 9 U.S.C. § 2, the parties agree that any claim, dispute, or controversy of whatever nature arising out of this transaction, specifically including disagreements as to the quality of the goods sold and including, but not limited to, tort and contract claims, claims based upon any federal, state or local statute, law, order, ordinance, or regulation, and claims arising out of any relationship before, at the time of entering, during the term of, or upon or after the expiration or termination of this agreement, and the issue of arbitrability, arising out of or relating to this contract, or the breach thereof, shall be resolved by final and binding arbitration by one arbitrator selected by the American Arbitration Association and the proceedings conducted pursuant to its Commercial Arbitration Rules. The parties agree to be fully bound by the arbitration decision. Any judgment upon the award rendered pursuant to such arbitration may be entered in any court having jurisdiction thereof. THE PARTIES VOLUNTARILY AND KNOWINGLY WAIVE ANY RIGHT THEY HAVE TO A JURY TRIAL PURSUANT TO ARBITRATION UNDER THIS CLAUSE. This agreement shall be construed, and the legal relations of the parties shall be determined, in accordance with the substantive law of the state of Washington, except that the Federal Arbitration Act shall apply to all matters that arise out of arbitration pursuant to the resolution of disputes.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON	
		(DATE)	

CUSTOMER COPY



Transmission Repair Specialist of Charlotte

Twin Automotive & Transmission Repair of Charlotte

1102 Technology Drive, Indian Trail, NC 28079

704-821-3460

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2004 Ford Explorer Transmission Repair | Charlotte NC

Posted by Beth Jackson on Wed, Feb 02, 2011 @ 10:58 AM

The 2004 Ford Explorer Transmission -- Problems, Symptoms and Solutions to Transmission Repair:

Carcomplaints.com lists over 360 transmission complaints for the 2004 Ford Explorer -- ranking this vehicle #5 out of the top 20 vehicles with transmission complaints. (The 2002 Ford Explorer is ranked #2 on this same list.) It is said that 1 out of every 10 Ford Explorer's from the early 2000 model years will have transmission failure at some point, but to date there is no recall. The solution to most Ford Explorer transmission problems is a complete transmission overhaul or



"transmission rebuild". Its no wonder why the Ford Explorers are nicknamed Ford "Exploders". In this article, we discuss the 2004 Ford Explorer Transmission problems, symptoms and solutions for repair.

2004 Ford Explorer Transmission Problems, Symptoms and Complaints

The most common complaint with Ford Explorers are the transmission problems that manifest over time. Most transmission problems include transmission slipping or that it is hard to shift gears in the Ford Explorer. Many transmission problems result in a complete rebuild of the ford transmission. Luckily, Twin Charlotte is here to help with any transmission problems or symptoms that may arise with your Ford Explorer.

2004 Ford Explorers commonly have transmission problems such as the vehicle hesitates when shifting, lurches forward when engaging and even clunking in reverse. Additional Ford Explorer transmission problems include shifting gears, gears are slipping, or the vehicle will not move. These are all some of the most common signs that your transmission is due for a repair or complete rebuild. A transmission rebuild involves removing the entire transmission from your Ford Explorer. It is then carefully taken apart, each piece of the transmission and gears are inspected. Broken gears or parts are replaced, the fluids are drained, and the entire transmission is cleaned (inside and out). Then the transmission is reassembled before being inspected again and then reinstalled into your vehicle.

2004 Ford Explorer Transmission Repair Solutions **Rebuilt Ford Transmission vs Finding a used transmission**

Opting for your Ford Explorer transmission to be rebuilt as opposed to a used ford transmission replacement offers many benefits. First and foremost, a ford transmission rebuild is a lower-cost alternative to a brand new ford transmission. Generally, a transmission rebuild will cost about half the money as a brand new transmission. Secondly, a transmission rebuild normally saves time. A vehicle undergoing a transmission rebuild will often times be ready after three or four days. A vehicle receiving a brand new transmission will often times be sidelined for over a week or more, depending on how quickly a brand new transmission is located, ordered, shipped, and installed. Lastly, a transmission rebuild replaces only those parts of a vehicle's transmission that are severely worn or damaged, thus eliminating the overkill that results from replacing a transmission that is still in good shape, save for the broken or worn parts, with a new transmission. Plus, all of our Transmission Rebuilds come with a 3 year / Unlimited mile warranty --- most used transmissions carry a simple 6 month or 1 year warranty at most.

Questions about your transmission problem or want to know more about a transmission rebuild repair?

Call us directly at 704-821-3460 or email us at twinauto@live.com - Serving as Charlotte's best transmission specialist, we can answer all your questions on auto repair, transmission repair and more. We carry the longest transmission rebuild warranty in North Carolina.

Tags: [Rebuilt Transmission vs Used Transmission](#), [Charlotte NC](#), [Ford Transmission Repair](#), [Ford Transmission Problems](#), [2004 Ford Explorer](#)

Post Comment

Name

*

Email

*

Website (optional)

Comment

FORD PROBLEMS

FORD EXPLORER TRANSMISSION FAILURE

The Ford Explorer has a huge problem with transmission failure, mostly from the early 2000s – especially the 2002–2004 Ford Explorer.

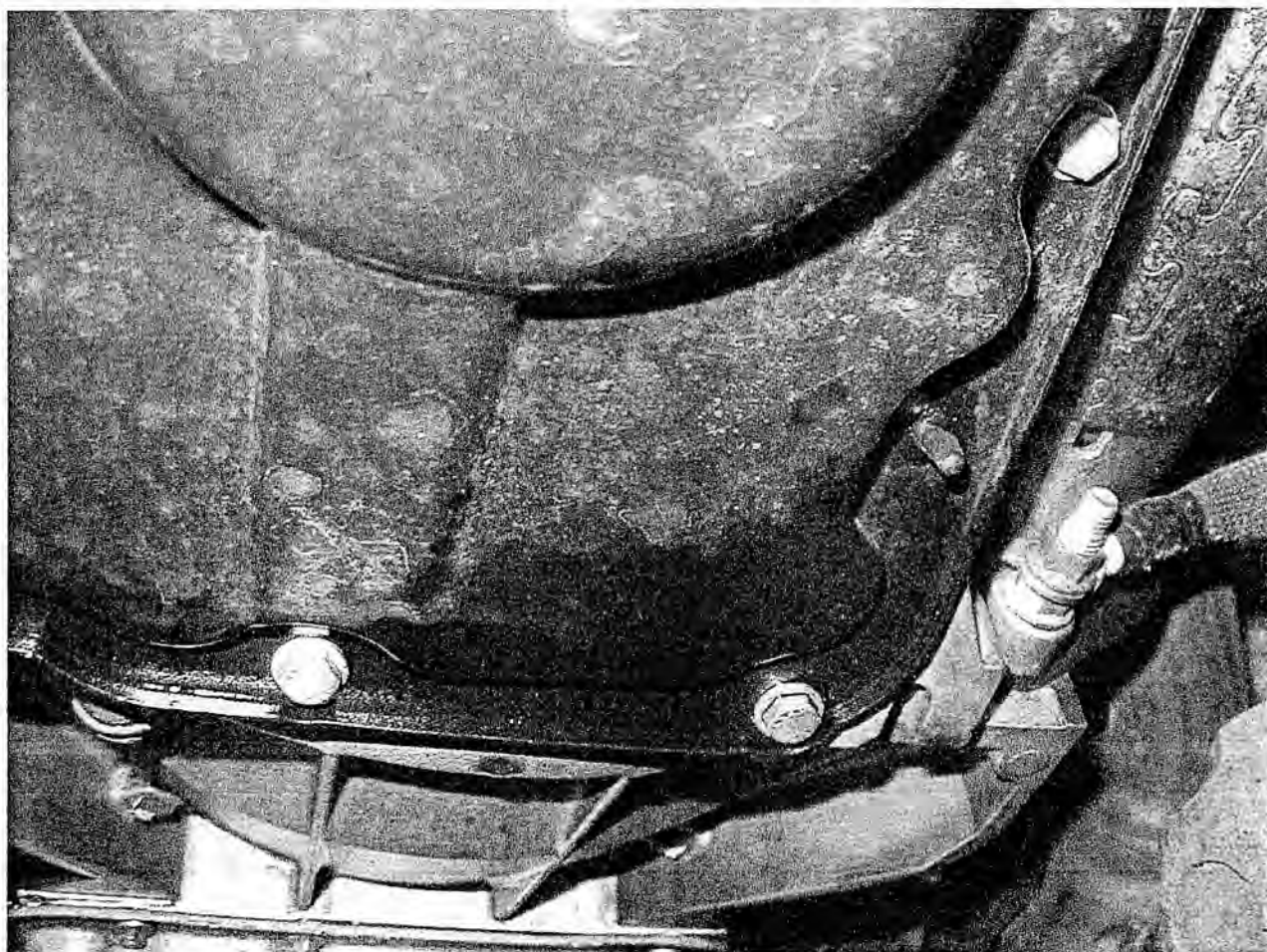
Signs of Transmission Problems in Your Explorer

Transmission problems in Ford Explorers are one of the most commonly complained about issues of any car on the road. With a typical repair cost over \$2,000 it's easy to see why owners are so upset. One dealer even claims that 1 out of every 10 Explorer's from the early 2000 model years will have transmission failure at some point.

What signs can you look for when it comes to transmission failure? Is your transmission slipping between gears, making a clunking / rattling / grinding noises when accelerating or are you suddenly having trouble shifting between gears? You should bring your SUV in immediately to get serviced.

Possible Recourse & Actions You Can Take

This repair is not currently covered under a recall or class action lawsuit (that we are aware of). Ford has offered some out-of-warranty Explorer owners a "goodwill repair". Most people do not have any luck getting a discount on the transmission repair by going to their local dealership. Your best bet is to call Ford's customer service line at (800) 392-3673.



Ford Explorer Transmission Problems

If you are not offered a goodwill repair or discount on the transmission repair, we recommend having the repair done by an independent transmission repair shop or a local mechanic, because the repair cost is usually significantly less than at the dealership. However make sure you get a comparable warranty on the rebuilt transmission.

You can also save money by ordering replacement parts online (http://www.dpbolvw.net/click-4058831-10437181?URL=http://www.autopartswarehouse.com/category/engine_and_drive_train/transmissions_and_shifters.html). Find the parts that fit your vehicle and have them shipped to your door, now offering free shipping

Let Your Voice Be Heard

This step is crucial. Don't just complain on forums; The sites below actually manage your complaint in ways that allow useful statistics and they report dangerous trends to the authorities. Law firms often contact these sites for help with Class Action lawsuits. Make sure to file your complaint on all three sites, we can't stress that enough.

1. Step 1: File Your Complaint at CarComplaints.com

CarComplaints.com is a free resource dedicated to uncovering car problem trends and informing the consumer. [File Your Complaint](http://www.carcomplaints.com/addreport.shtml) (<http://www.carcomplaints.com/addreport.shtml>)

2. Step 2: Notify the Center for Auto Safety

The Center for Auto Safety is an organization that informs consumers about auto safety issues. [Notify the CAS](http://www.autosafety.org/fileacomplaint) (<http://www.autosafety.org/fileacomplaint>)

3. Step 3: Report a Safety Concern to the NHTSA

The NHTSA directs highway safety and has the authority to force recalls to be issued following investigations. [Report Your Concern](http://www-odi.nhtsa.dot.gov/voq/) (<http://www-odi.nhtsa.dot.gov/voq/>)

What Owners Are Saying

I am a 59 year old very careful driver who takes care of his cars. I own a 2004 Ford Explorer That I purchased two and a half years ago. It has 97,000 miles on it. The check engine light came on last month . I took it to the dealer . He says the bands are worn and that I will need over \$3,000 for a new trans. A car with 97,000 miles on it shouldn't need a new transmission. Obviously Ford knows they screwed up.

Here's the rub. I have owned this car for two years. Prior to that I drove another 2004 Ford Explorer that my company provided for me. The bands got worn at 60,000 miles and the transmission had to be replaced. I figured it was a fluke and bought this one. I know , I'm an idiot . I have learned enough this time to never buy another Ford product.

Lex B (http://www.carcomplaints.com/Ford/Explorer/2004/transmission/transmission_shipping_shifts_hard.shtml#200), Hockessin, DE

Most Problematic Model Years

See the links below for more information on the Explorer model years with the most transmission complaints:

- [2002 Ford Explorer transmission problems](http://www.carcomplaints.com/Ford/Explorer/2002/transmission/) (<http://www.carcomplaints.com/Ford/Explorer/2002/transmission/>)
- [2003 Ford Explorer transmission problems](http://www.carcomplaints.com/Ford/Explorer/2003/transmission/) (<http://www.carcomplaints.com/Ford/Explorer/2003/transmission/>)
- [2004 Ford Explorer transmission problems](http://www.carcomplaints.com/Ford/Explorer/2004/transmission/) (<http://www.carcomplaints.com/Ford/Explorer/2004/transmission/>)

Have Your Say

Let us know if you've experienced this problem, know of a potential fix or just want to voice how frustrated you are:

- Last updated December, 21st 2010
- [Permalink](http://www.fordproblems.com/Explorer/transmission-failure.shtml) (<http://www.fordproblems.com/Explorer/transmission-failure.shtml>)

Have Your Voice Heard

[Add Your Complaint](http://www.carcomplaints.com/addreport.shtml) (<http://www.carcomplaints.com/addreport.shtml>)

Join thousands of frustrated car owners who have voiced their opinion and notified other consumers of issues at [CarComplaints.com](http://www.carcomplaints.com/addreport.shtml) (<http://www.carcomplaints.com/addreport.shtml>).

USA TRANSMISSION COMPLETE CAR CARE CENTER

2010 First Street West

Bradenton FL 34208

(941) 748-6961

MV# 07749

2/13/2012 11:24 AM

page 1

Repair Order #6539

Day Phone

Parrish FL

Vehicle : 2004 Ford Explorer

Created : 2/13/2012 11:22:35 AM

Last Mileage : 65508

Odometer In : 65508

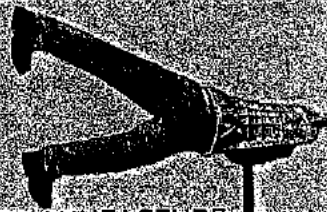
Odometer Out : 65508

Labor/Notes

Qty	Code/Tech*	Description	Unit Price	Price
1		Diagnostic	\$50.00	\$50.00
		Labor		\$50.00
		Parts		\$0.00
		Sublet/Misc.		\$0.00
		*Shop Supplies		\$3.00
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.				
		Charges		\$0.00
		Sales Tax	Tax @ \$53.00 * 6.5000%	\$3.45
		Repair Total		\$56.45

Transmission Delayed engagement
checked codes no trouble codes
stored in transmission. Has
hard shifts when warm need
to R+R Transmission tear down
to find out case.

USA Transmission
Complete Car Care Center
Daniel & Kim Redding
Owners
41-748-6961
2010 First Street West
Bradenton FL 34208
REPAIR • REBUILD • REMANUFACTURE



USA TRANSMISSION COMPLETE CAR CARE CENTER

2010 First Street West

Bradenton FL 34208

(941) 748-6961

MV# 07749

3/21/2012 2:22 PM

page 1

Repair Order #6821

Day Phone

Parrish FL

Vehicle : 2004 Ford Truck Explorer 4.0 L 244 CID V6 SOHC

VIN : 1FMZU62E54Z

Tag/State : / FL

Color : Brown

Last Mileage : 66066

Odometer In : 66066

Odometer Out : 66066

Created : 3/21/2012 11:52:12 AM

Labor/Notes

Qty	Code/Tech*	Description	Unit Price	Price
-1		Diagnostic	\$50.00	(\$50.00)
		2 year 24,000 warranty		

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1		Rebuild Transmission with Converter		\$2,000.00	\$2,000.00
1		Clean out AC Drain		\$0.00	\$0.00

Labor	(\$50.00)
Parts	\$2,000.00
Sublet/Misc.	\$0.00
*Shop Supplies	\$0.00

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

Charges	\$0.00
Sales Tax	Tax @ \$1,950.00 * 6.5000% \$126.75
Repair Total	\$2,076.75

USA TRANSMISSION
2010 1ST ST W
BRADENTON, FL 34208

03/21/2012 14:21:22
Merchant ID: 000000001794750
Terminal ID: 02788395
1090693177

CREDIT CARD
AMEX SALE

CARD # XXXXXXXXXX
INVOICE 0002
Batch #: 000330
Approval Code: 503826
Entry Method: Swiped
Mode: Online

SALE AMOUNT \$2076.75

CUSTOMER COPY



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

February 29, 2012

[REDACTED]
Bradenton, FL [REDACTED]

Case # 1574993584

Vehicle ID # 1FMZU62E54Z [REDACTED]

Dear [REDACTED]

Your recent letter has been received and reviewed.

Customer satisfaction is the primary objective of Ford Motor Company and we make every attempt to ensure that our owners are satisfied.

We are always willing to consider individual requests for assistance beyond the normal warranty provisions. However, we must place limits on our post warranty assistance. We regret to advise you that your vehicle is beyond those limits and we are therefore, unable to assist with the cost of any repairs.

We appreciate your writing and wish that our response could have been more favorable.

Sincerely,

Christopher Willis
Ford Motor Company
Customer Relationship Center





FIRST CLASS

U.S. Dept. of Transportation
Nat. Hwy
Traffic Safety Admin
Office of Defect Investigation NVS 210
1200 New Jersey Ave, S.E.
West Building,
Washington, DC 20590

