

CL-10564109-7155

To: **Ford Motor Company**

P O Box 1904

Dearborn, Michigan 48121

FEB 11 2014

From: [REDACTED]

[REDACTED]
Simpsonville, SC [REDACTED]
[REDACTED]

Subject: Automobile safety equipment failure

VIN: 1FMCU0EG7BK [REDACTED]

2011 Ford Escape

Cc: David Strickland

Exe. Director NHTSA

Washington, DC 20590

AM
21114
SMD

Dear Mr. Strickland, I am copying you on
this consumer letter to Ford Motor Co.
upon the advice of a mutual friend of
ours, [REDACTED]. I believe you met [REDACTED]
at an industry conference when he was
the PR Director at Michelin. I worked
with [REDACTED] since 1992 at Michelin's
headquarters, Greenville, SC. [REDACTED]

Ford Motor Co.

2/3/14

First, I want to say I'm a fan of Ford Motor Co. and have driven several Fords over the years, and purchased them for our children as well.

I'll had a Ford Escape since 2011, and as of 11/21/13 have been very disappointed. I was in a crash that evening. A "distracted" driver slammed in to a line of cars stopped for the first car in line to turn left. He didn't even touch the brakes, and was traveling around 55-60 MPH. I was the second vehicle from the impact, and was forced in to the vehicle in front of me.

When my Escape was hit in the rear, my head flew forward, I hit the steering wheel with my mouth, then flew backward, where the back of my seat had collapsed, which allowed me to fly back and land at a partially reclined position. For approximately 20 minutes, I laid in the vehicle, suffering from muscle spasms, trying to determine if I could stand up.

When the fire dept. and EMS arrived, they placed a lock on the steering wheel to prevent the airbag deployment after the fact, which according to the EMS worker is a common occurrence.

This was a very traumatic event, from which I was diagnosed with a concussion and whiplash. I've been in physical therapy now for about 2 months.

The insurance company choose to repair the vehicle, which, frankly I believe was a bad decision. The overall cost of repair was close to \$13,000, on a vehicle that has a Kelly Blue Book value of \$15-15,600.

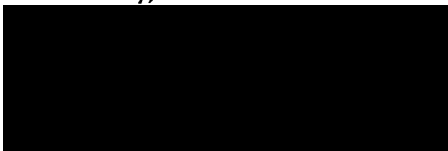
Up to this point, the Escape has been a very reliable vehicle. Now, with the extensive repair it has undergone, including frame work, I just don't trust the integrity of the repairs.

Since it is still a relatively new vehicle, I'm going to imagine that you may not have a lot of statistics of air bag failure/seat failure to report, but I would like to request the figures you do have. Further, as the manufacturer of this vehicle, what will you do to help restore my faith and continued consumerism of your products?

From a personal standpoint, my husband and I are raising a special needs child, and I must assure her continued safety in our vehicles. It was a difficult holiday season in our household because I was suffering with the pain of the head injury, and everything I needed to do to make a fun holiday for our daughter took me more time to accomplish, and frankly, I hurt so much, I didn't participate in many of our traditions.

During my 23 year career with Michelin, we worked hand in hand with Ford Motor Company, and I have faith that you will help to restore my goodwill regarding your vehicles. Please help me.

Sincerely,

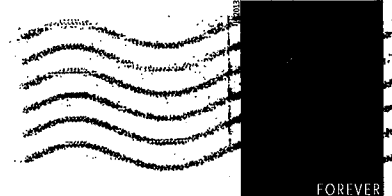
A large black rectangular redaction box covering the signature area.

CC: Dave Strickland, Ex. Director, NHTSA

[REDACTED]
Grimpsville, SC [REDACTED]

GREENVILLE SC 296

03 FEB 2014 PM 11



C/o
Mr. David Strickland, Ex Dir. NHTSA
U.S. Dept. of Transportation - NHTSA
Losses & Office of Investigation (VS-210)
1200 New Jersey Av. SE
West Building
Washington, DC 20590

20590

