

Cl. 10604250-6315

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Ford Motor Company

Again am notified Ford Motor Co about the DEFECTIVE IGNATION SWITCH that have had letters back and forth, but nothing has been taken care of.

The ignition Switch lets me PULL THE KEYS OUT WHEN IN DRIVE, ETC. Lets the Explorer drift when not in park. Happened often and I SAY ITS A DEFECT.

Am sending all letters and info to the NHTSB and maybe get some info.

Thank you, [REDACTED]

MAY 10 2016

ET
5/23/16
END

Ford Motor Company

To whom it concerns,\

My name is [REDACTED] and live in Deerfield, Oh.

I own a 2004 Ford Escape Vin #1fmyu03184K [REDACTED]

This afternoon returning from shopping I pulled in the driveway. Shut the engine off n put the keys in the consol. Got out of vehicle n began to get packages from back seat. The driveway is down hill and the vehicle started to ROLL BACKWARDS. I was lucky n was able to get the door open for the front seat and stopped the vehicle. If for some reason I would have just walked to the house the vehicle would have ROLLED DOWN THE DRIVE AND ACROSS A HEAVY TRAVELED ROAD. This would have caused big problem for sure with the vehicle setting sideways in the middle of road.

I was able to PULL THE KEYS FROM THE IGNATION WITH THE GEAR SHIFT IN DRIVE.
I FEEL THIS IS A FORD MOTOR DEFECT.

Have owned Ford n Mercury vehicles for years n have never,never had such a situation as mentioned above. Scary for sure.

Please advise on this FORD MOTOR DEFECT.

Thank you, [REDACTED]

[REDACTED]
Deerfield, Ohio

E-Mail. [REDACTED]



July 6, 2015

[REDACTED]
Deerfield, OH [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company regarding concerns with your Escape.

We sincerely regret the circumstances you described and apologize for the inconvenience you have been caused as a result.

Customer satisfaction is a primary objective of the Ford Motor Company. We recognize the importance of retaining customer confidence in us after the purchase and try to make every attempt to ensure that our owners are satisfied with their vehicles.

We recommend that you contact a Ford dealer as they are the best equipped and most qualified to assist you in this matter. If your dealer requires additional assistance, they may contact their local Regional Office to obtain technical and repair assistance.

Thank you for writing and bringing this matter to our attention.

Sincerely,

Marsha Boyd


Marsha Boyd
Customer Service Representative
Ford Motor Company

Marsha Boyd
Customer Service Rep
Ford Motor Co.

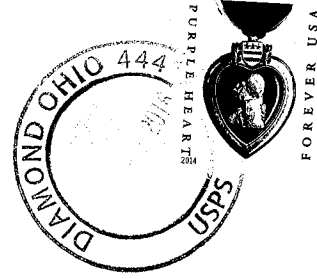
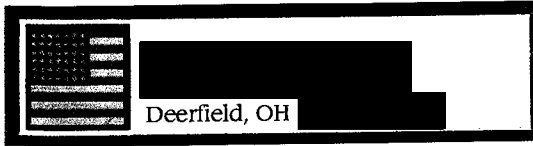
Marsha,

Thank you for your response regarding my concerns with the Escape.
You say to contact Ford dealer to assist in the matter.

But you never said if Ford was going to cover the cost of the problem, I still say its a FORD DEFECT, with the Ford Dealer and the cost of my time and inconvenience.

Thank you, 

Ford Customer Service Rep
Ford Motor Company
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