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CL-REF-189 MAIL

Ford Motor Company
Customer Relationship Center
World Headquarters
1 American Rd.
Dearborn, MI 48126

Ford of Franklin
1129 Murfreesboro Rd.
Franklin, TN 37064

James D. Farley, Jr., CEO
Ford Motor Company
World Headquarters
1 American Rd.
Dearborn, MI 48126

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Re: 2020 Ford Explorer / VIN: 1FMSK8DH0L [REDACTED]

TO WHOM IT MAY CONCERN:

On October 22, 2020, I purchased the above referenced NEW vehicle from Ford of Franklin. I paid extra to acquire a model with 4-Wheel Drive as I needed that feature for my work. Unfortunately, I have not been able to enjoy the vehicle or fully use it for the purposes for which it was purchased because there have been frequent problems with the transmission, which result in severe vibrations at certain speeds, and as the transmission shifts, and this has occurred on numerous occasions, both when the 4-wheel drive is engaged or not engaged.

When I reported these problems to Ford of Franklin where I purchased the vehicle, or Ford of Murfreesboro, where I have taken the vehicle for service because they have more appointment availabilities, I was told that in order to repair the transmission problem that I would have to leave the vehicle for as long as three weeks, and that certain mechanics would have to be brought in from out of town to work on the vehicle, and that this could add up to another week. I was also told that Ford had not provided the dealerships with the necessary parts to make the appropriate repairs. When I said I use my vehicle for work as a self-employed soil scientist, and that if I was to be without the use of my vehicle for three weeks or more, that I would need a comparable loaner vehicle, I was told that one would NOT be provided.

This conversation has continued between both dealerships and today I was told that Ford of Murfreesboro is not accepting appointments at this time for transmission work. I was told that an individual had been sent for training and that it would be two months or more before I could make an appointment and that there were 60 vehicles ahead of me in line. It is my position that Ford Motor Company has breached its contractual obligations to warrant the reliability of my NEW vehicle under the 3-year, 36-month factory warranty and 5-year, 60-month factory warranty by failing to properly and timely repair the vehicle I purchased from Ford. Further, I feel confident that there are other 2020 Ford Explorer owners who have experienced these same

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Ford Motor Company

February 7, 2022

Page Two

problems with their transmissions. I also feel that if Ford has been aware of these transmission issues but fails to provide parts and trained professionals to timely repair them under the applicable warranty, that Ford is also in violation of the U.S. Consumer Protection Act and the Tennessee Consumer Protection Act.

The Owner's Manual that was given to me at the time of my purchase of this NEW vehicle instructs on page 311 that if as an owner I believe that my vehicle has a defect that could cause a crash or injury that I should notify the National Highway Traffic Safety Administration, which I am hereby doing by sending a copy of this letter to the NHTSA at the address provided in my Owner's Manual. I think that this notification is proper and necessary because the failure of the transmission to work properly, and the resulting vibrations create a situation where as a driver of the vehicle, I do not have the ability to operate my vehicle as it was designed to be operated, and as a result I could end up in an accident harming myself and others. I am hopeful that the NHTSA will investigate this transmission issue with the 2020 Ford Explorer and issue a recall.

I had owned a 2012 Ford Explorer, so I know how they should handle and operate, and this 2020 Explorer, which represents a major redesign, has failed miserably to live up to the past operational history of this Ford model. Accordingly, I am hereby demanding that I be refunded the purchase price that I paid for a NEW vehicle of \$46,073.00 plus applicable sales taxes less some amount for the mileage I have placed on the vehicle or assist me in obtaining a 2022 Ford Explorer with at a minimum of all the same features and monthly payment of my existing vehicle.

I hereby give Ford Motor Company ten (10) days after receipt of this Letter to notify me of their intentions or I will unfortunately have to pursue all my legal remedies.

Sincerely,

[REDACTED]
Brentwood, TN [REDACTED]

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