

July 6, 2025

James D. Farley, Jr.

Ford Motor Company

1 American Drive

Deaborn, Michigan 48126

Ansu Isik

Continental Tire the Americas

1830 Macmillan Park Drive

Forts Mills, South Carolina 29707

Re: Continental ProContact TX tire blow out [REDACTED]

Dear Sirs:

This is a two-part letter to address our concern because of a Continental ProContact TX 225/65R17 tire installed on our brand new 2024 Ford Bronco Sport, with 1719 miles, which had a major sidewall malfunction while my wife was driving family to an airport on [REDACTED].

The first issue is with the service and attitude of the dealership where we purchased the vehicle a few weeks earlier, Colonial Ford, 126 Federal Rd, Danbury, CT 06811. The tire malfunctions occurred on a Friday. We installed the "donut" tire until we were able to bring the vehicle to the dealership in the am of June 10, 2025. My wife is the primary driver of the Bronco. She met the Service Advisor, Edward B Roberts, who was prompt to tell her they do not take responsibility for tire failures. My wife got me on the phone at work and had me speak to the Service Advisor. He played "blame the customer" game. First, he told me that "we must have driven over something and once we did, we drove to far on the deflated tire." My wife was driving when she heard a pop. She was in the left of three lanes, immediately pulled to the right shoulder. Then he said the tire blow out was our problem. He said the "tires are the only part the vehicle that Ford does not make." "They only buy the tires and put them on the vehicle." Now, I am certain Ford does not make most of the parts assembled on the vehicle. If I am wrong, please let me know and I will apology. I then commented that Ford installed a tire that failed in an unusual manner and was not the safety of customers the utmost importance to Ford? He said the tire was not his problem, we would have to contact Continental Tire and bring it up with them. We had no option other than to purchase a tire. No information was provided on contacting Continental Tire; we did that on our own. Lastly, the Customer Advisor said we should have bought the wheel and tire protection.

With reference to purchasing protection plans from the dealership was the condescending attitude of your "closer." He was so focused on selling the paint and upholstery protection we did

not discuss a tire protection plan. In fact, when we asked to see the fact sheet for the plans, he put the fact sheet in a drawer and would not let us look at it a second time. Frustrated, we just want to be on our way with our new vehicle.

The takeaway from the Colonial Ford dealership is "blame the customer" and find a way to charge for everything. It must be noted that the person who sold us the vehicle was wonderful, kind, and helpful. In the future, with any dealership related issues, our goal is to take the Bronco to the Ford dealership in Litchfield, CT. We can only hope it is not owned by the same group.

To end with Ford, I have owned the [REDACTED] [REDACTED]). This is our fifth Ford, disappointing.

Regarding Continental Tire, our concern is the unusual malfunction of the tire. To an untrained eye the sidewall of the tire blew out. The tire had 1719 miles wear and tear. I have always believed that Continental Tire made one of the better tires. The Bronco still has the same four tires. Are we looking at another potential sidewall failure? Are we safe with these tires? We paid \$181.86 to replace the tire (receipt attached). It is the little fees that seem to frustrate the most, \$2.00 for hardware and disposal. We have the tire (photos attached). No question I will have to pay a fee to a local center once I dispose of the tire. The tire has been kept should you wish to inspect. The tire has a lot of numbers on the remaining side wall. We will try to reach out to your customer service, with the hope of better service than Ford.

As best we can see from the sidewall is this is a ProContact Tx 225/65/17 102 M&S. DOT No. [REDACTED].

We do not know if this type of malfunction should be a concern. Please let us know if it is in the best interest of our family's safety to replace all four tires with a different style or brand.

Thank you for your time and attention.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Enc.

Cc:

w/enc.

Mark Paladino

Colonial Ford

126 Federal Road

Danbury, CT 06811

Jack Danielson

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

Connecticut Department of Consumer Protection

450 Columbus Rd., Suite 901

Hartford, CT 06103

CUSTOMER #:
UNIT#

COLONIAL AUTOMOBILE COMPANY, INC.
dba COLONIAL FORD

126 Federal Rd. - Danbury, CT 06811
Telephone (203) 748-3503
1-800-229-2656
www.colonialautomobile.com

INVOICE

PAGE 1



LINCOLN MERCURY

NEW MILFORD CT
HOME
BUS:

CONT:
CELL:

SERVICE ADVISOR: 9076 EDWARD B ROBERTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	24	FORD Bronco Sport			1719/1719	T1328	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
31MAR25	DD21OCT24		17:00 12JUN25		185.00	CASH	10JUN25

R.O. OPENED	READY	OPTIONS:	LIST	NET	TOTAL
10JUN25	10JUN25	SOLD-STK:R1595 DLR:13440 ENG:996 1.5L ECOBOOST ENGINE TRN:448 8-SPD AUTO TRANSMISSION AXL:ARR AT RAMP41			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A repl right rear tire- continental- 225/65r17/ save old tire- return to customer
MB1 MOUNTED AND BALANCED 1 TIRES
111 CPF 35.00 35.00
1 9002*1549936*0000 225/65R17 134.00 134.00 134.00
PARTS: 134.00 LABOR: 35.00 OTHER: 0.00 TOTAL LINE A: 169.00
1719 VERIFIED CONCERN - REPLACED TIRE ON WHEEL, PUT OLD TIRE IN TRUNK. SWAPPED NEW TIRE W WHEEL TO WHEEL WITH SPARE ON IT. PUT SPARE BACK IN TRUNK.

B NO MPI PERFORMED
CAUSE: NO MPI PERFORMED
NOMPI NO MPI PERFORMED
111 CPF 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
1719 PERFORMED MPI - NO ADDITIONAL WORK NEEDED AT THIS TIME

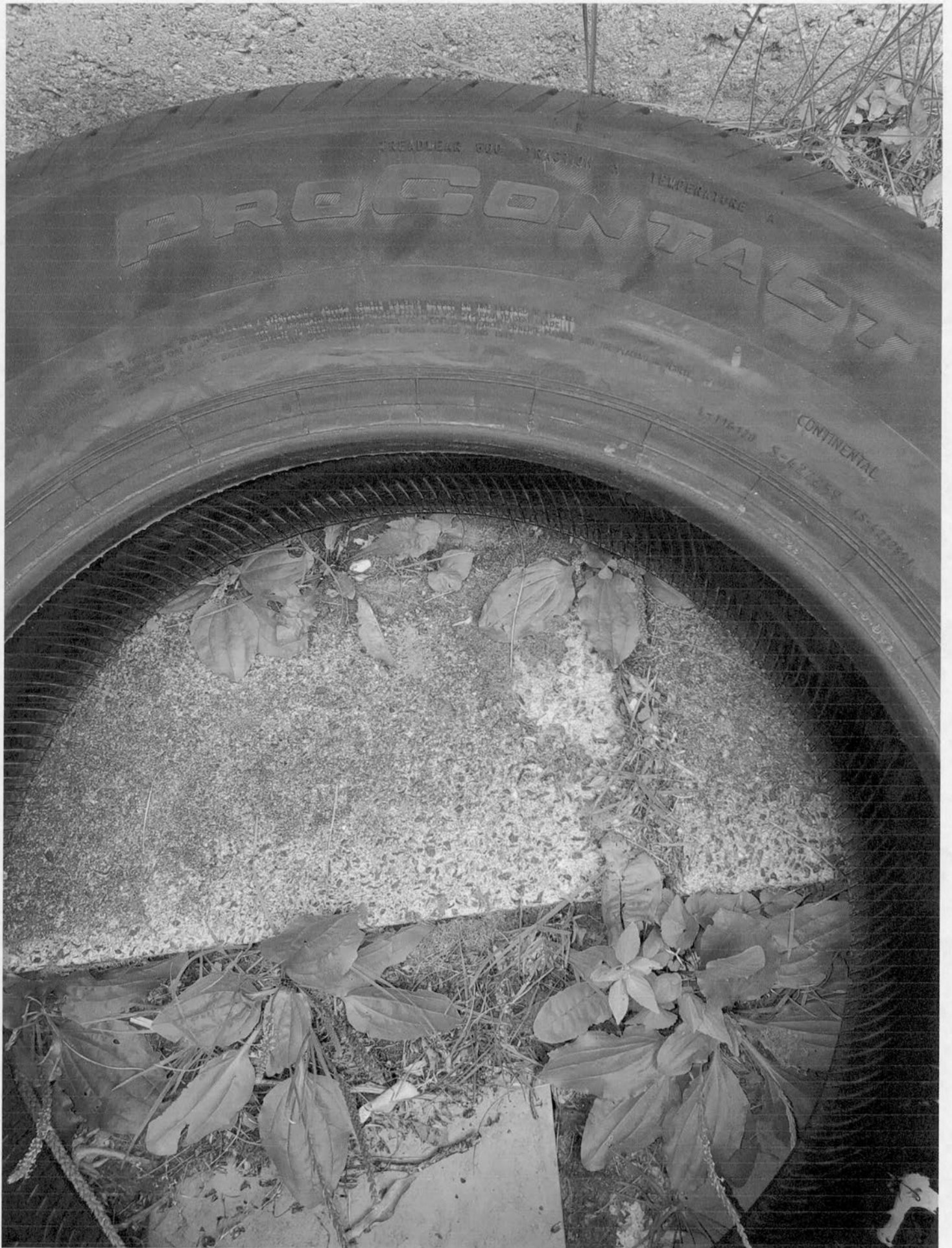
ESTIMATE: 169.95 10JUN25 08:05 SA: 9076
CONTACT:

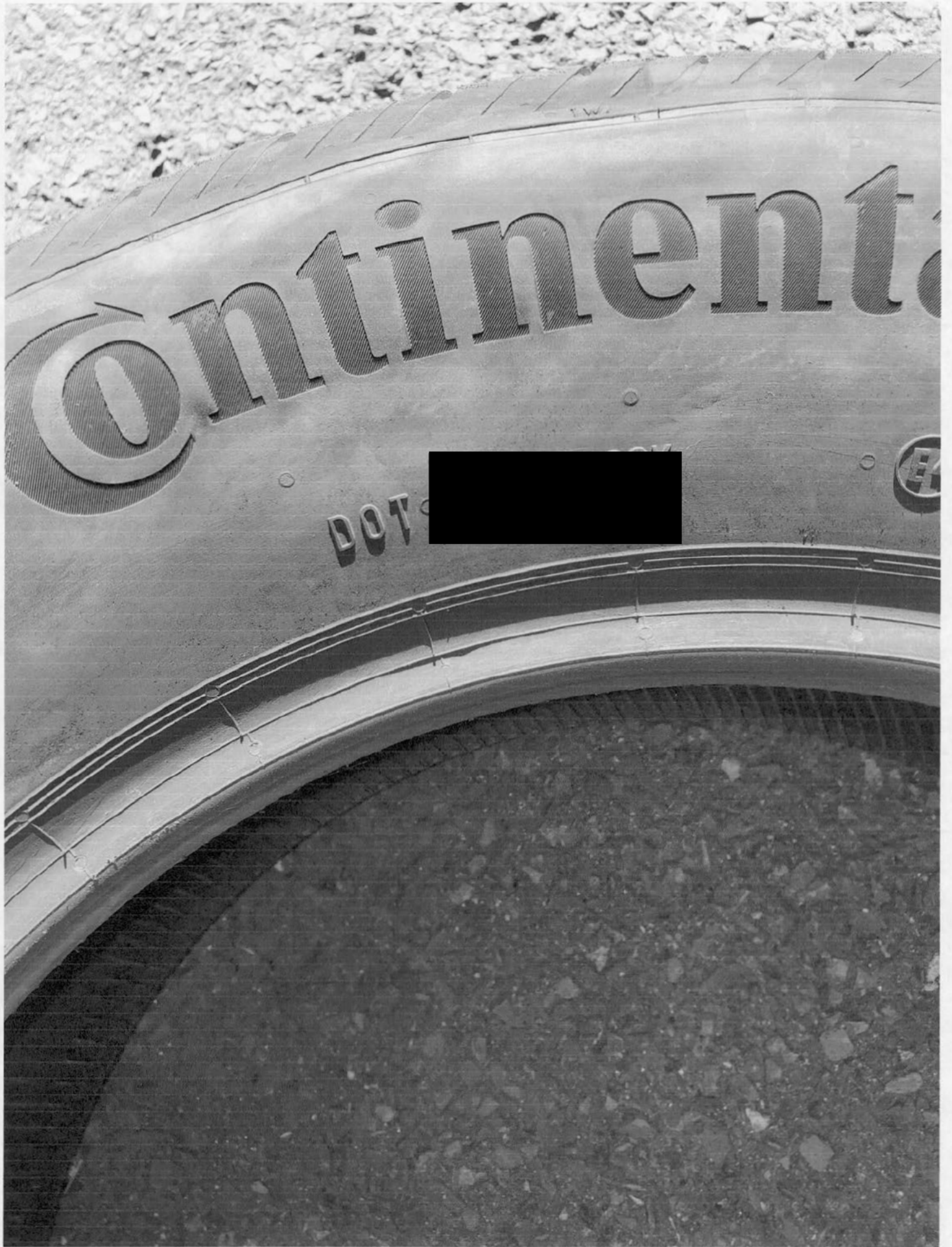
CUSTOMER PAY HDWRE & DISPOSAL FOR REPAIR ORDER 2.00
CREATED 2025-06-09 01:34:00PM
TAKEN BY AL RHODE

THANK YOU FOR CHOOSING COLONIAL FORD FOR YOUR VEHICLE'S SERVICE NEEDS. WE TRULY APPRECIATE YOUR BUSINESS, OUR GOAL IS TO MAKE YOU COMPLETELY SATISFIED. IF WE DO NOT MEET YOUR EXPECTATIONS, FOR ANY REASON, PLEASE CALL ME DIRECTLY MARK PALADINO (GM) 203-748-3503 EXT 569

SERVICE HOURS	STATEMENT OF LIMITED WARRANTY	DESCRIPTION	TOTALS
MON - FRI 7:30 am - 5:00 pm	WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS OR 12,000 MILES. WHICHEVER COMES FIRST.	LABOR AMOUNT	35.00
PARTS HOURS	IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL FIX IT FREE OF CHARGE.	PARTS AMOUNT	134.00
MON - FRI 7:30 am - 5:00 pm		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	2.00
		TOTAL CHARGES	171.00
		LESS INSURANCE	0.00
		SALES TAX	10.86
		PLEASE PAY THIS AMOUNT	181.86



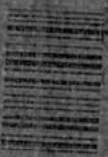




New Milford, C



Retail



20590

RDC 99

U.S. POSTAGE PAID

FCM LETTER

NEW MILFORD, CT 06776

JUL 09 2025

\$1.01

R2305H130083-5

Jack Danielson
National Highway Traffic Safety
Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

20590-

