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October 25, 2001

U.S. Department of Transportation
National Transportation Safety Board
400 7th Street, S.W.
Washington, D.C. 20590

364217

Sirs:

I am writing you today with a safety concern regarding a 2000 model year Ford Excursion that demonstrates violent pulling when hard braking occurs.

This problem first occurred on a 2000 Ford Excursion VIN #1FMNU4351YED00056 that was purchased new on April 28, 2000 with 49 miles on the odometer from Don Chalmers Ford in Albuquerque, New Mexico.

Shortly after purchasing, I experienced a pulling of the vehicle slightly at slower speeds, 15-40 mph and violently at speeds above 55 mph. This pulling would occur to both the left and right side and intensify as the brakes got hotter.

This vehicle was taken to the local Ford dealership, Ziems Ford Corners, 5700 East Main Street, Farmington, New Mexico 87401 for service on July 26, 2000 with a mileage of 7,294. Work order Invoice #W15281 reflects replacement of brake rotors, pads, swapping of rotors and alignment checks. These repairs were short-lived and the vehicle was taken back to Ziems on September 28, 2000 with mileage of 10,345. Work order Invoice T18074 reflects rotating of tires and adjustment of alignment. On November 13, 2000, with mileage of 12,964 this vehicle was taken back to Ziems with the same complaint. Work order Invoice W20208 states pads were inspected, however, no repair is available at this time.

This vehicle continued to demonstrate this pulling and was taken back to Ziems on March 12, 2001 with mileage of 19,469. While at the dealership for repair this vehicle was involved in an accident by dealership personnel. No paper work was received by me because arrangements were made for my purchase of another similar vehicle.

This brings us to my current vehicle. This is a 2000 Ford Excursion purchased new from Ziems Ford Corners, 5700 East Main St., Farmington, New Mexico 87401, with mileage of 538 at the time of delivery on March 23, 2001. This vehicle VIN#1FMNU4354YED27381 exhibited the same pulling problem as the previous vehicle, however, seems to be mostly to the left. I had spoken with Rick Nelson, Service Manager for Ziems, about this problem reoccurring and he advised that they had been monitoring Ford's "Hotline" and no repair information had become available.

On August 27, 2001, with a mileage of 11,401, I took this vehicle in for warranty repairs, one of which was the pulling. Work order Invoice W33852 stated that Ziems inspected the brake pads,

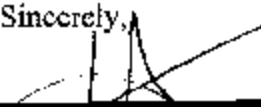
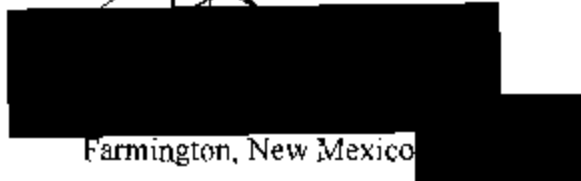
checked and adjusted alignment and replaced brake rotors. This repair did not last and on October 16, 2001, I took it back again, mileage 14,528, Work order Invoice T36459 and Ziems verified the complaint, however, cannot find a solution to correct and Ford does not know how to correct this problem according to Rick Nelson, Service Manager.

Rick Nelson advised me they have had many complaints about the Excursion and F250-F350 series trucks with this problem. Ford Motor Company acknowledges to the dealer it does have a problem, however, refuses to give the dealer anything in writing to confirm this to end users.

A vehicle, when brakes are applied should slow or stop in a straight line with minor allowances for road surfaces. These vehicles do not. They pull violently to the left endangering not only the occupants of the vehicle, but others in vehicles oncoming and adjacent.

I hope with your intervention a solution can be found for this problem.

Sincerely,

Farmington, New Mexico

Attachments

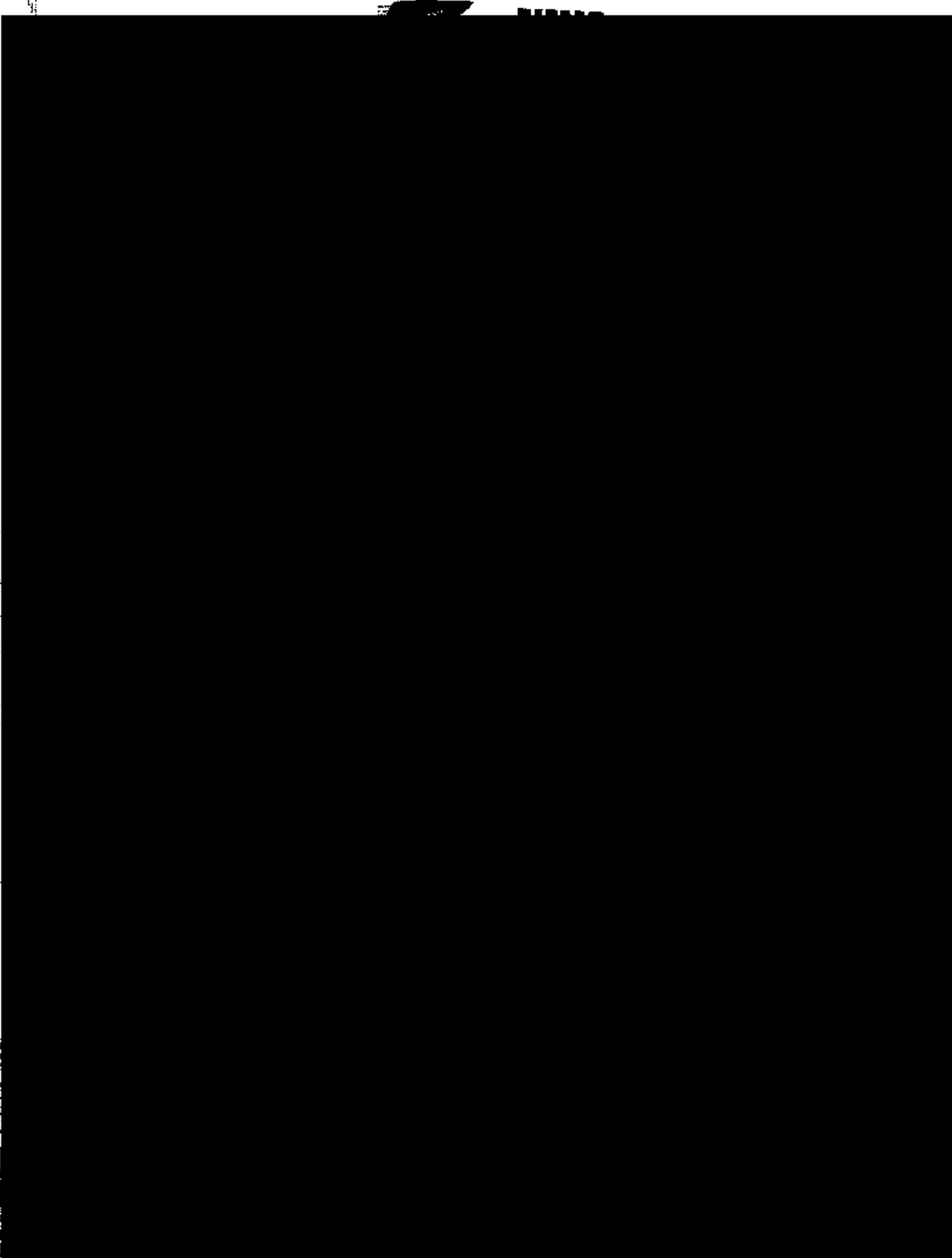
cc: Ziems Ford Corners

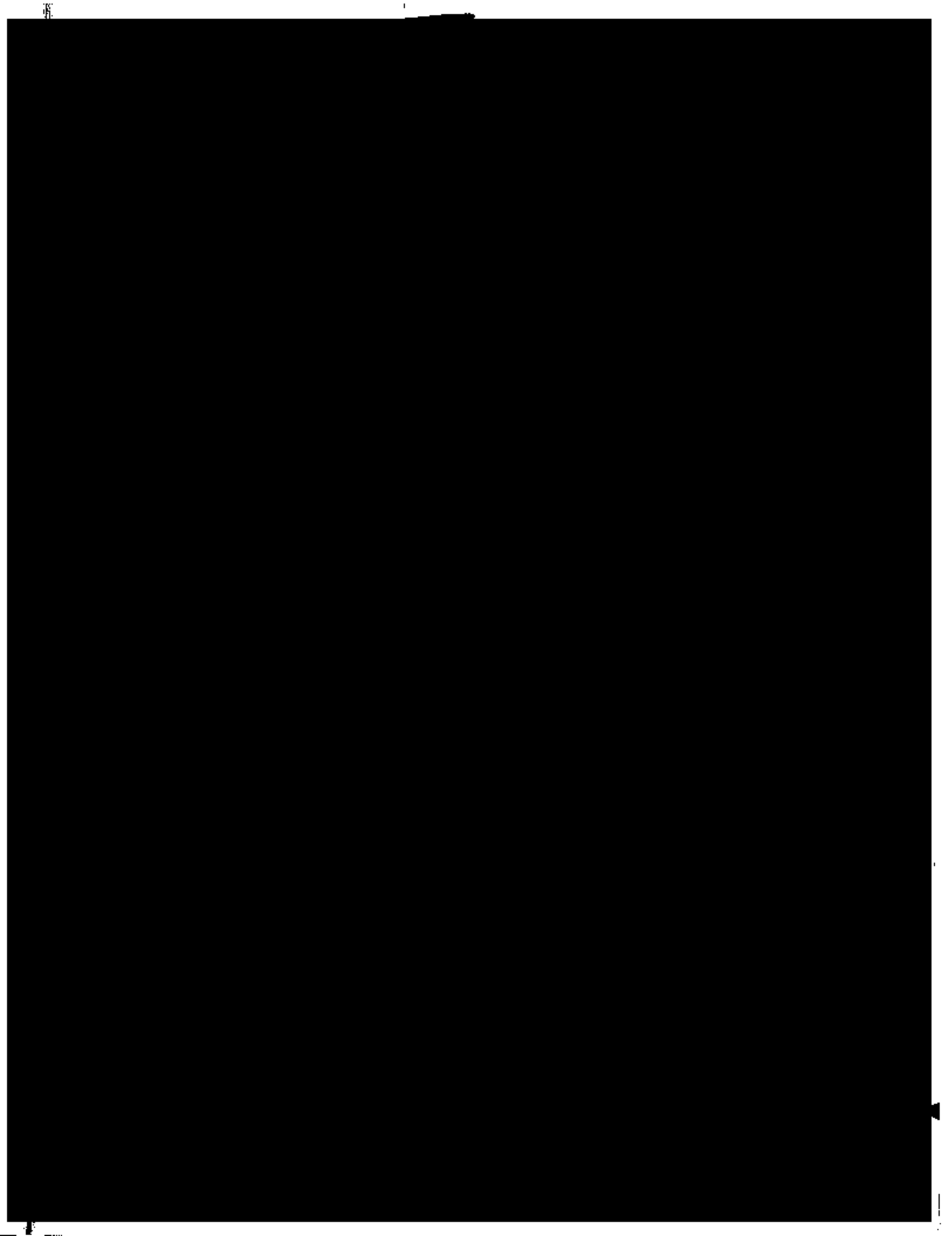
Better Business Bureau

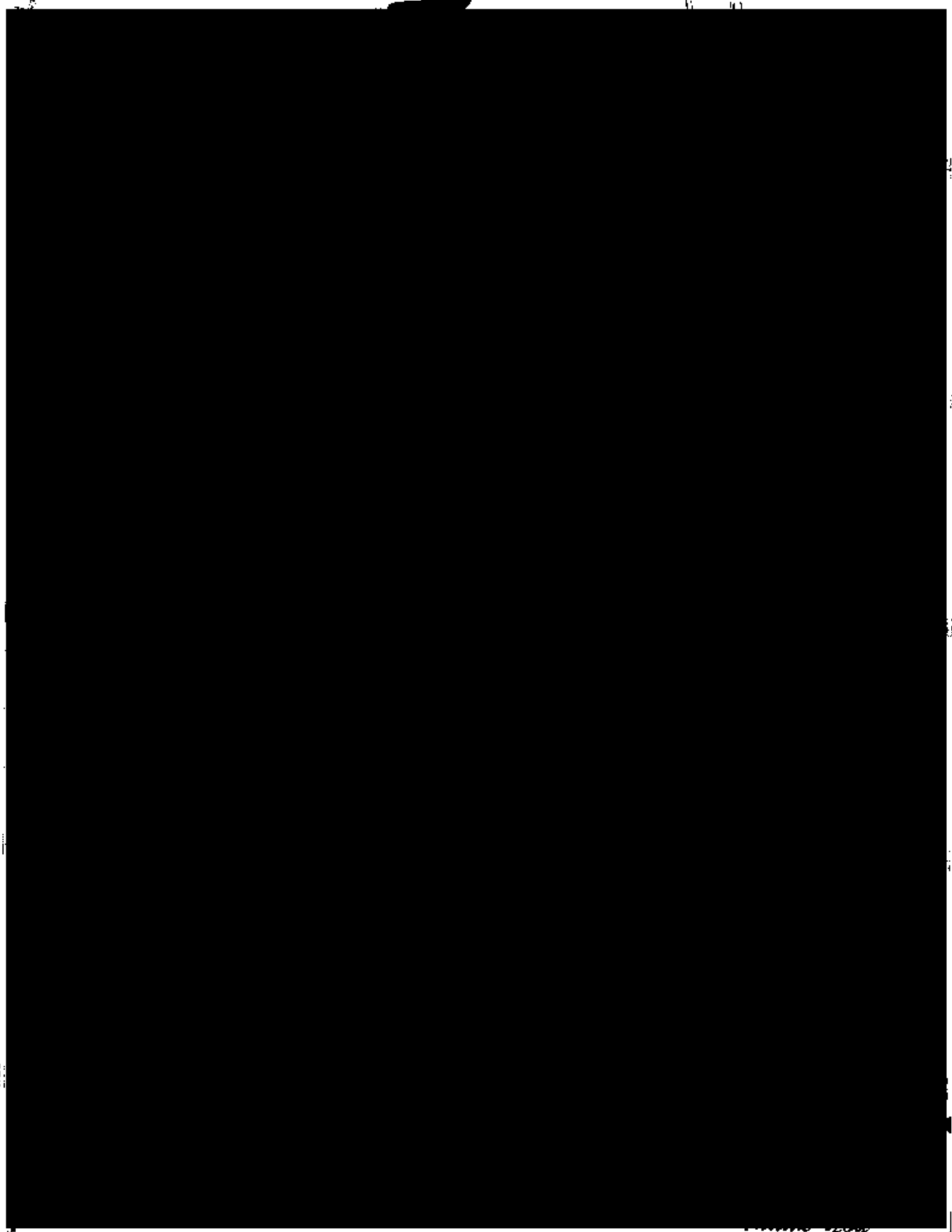
New Mexico Attorney General

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

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