

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

117

Date Received

07-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

867011

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMFU18L3VLB41813	FORD TRUCK	EXPEDITION	1997	

Purchase Date

Dealer's Name

Engine Size

(CID/CCL

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☐ New ☒ Used

City _____ State _____ Zip Code _____

No. Cylinders

Transmission Type

☐ Manual☐ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Driverside Airbag☐ Passengerside Airbag☐ Motorbelt☐ 2-Point Belt

Cruise Control

☐ Yes☒ No

Drive Train

☐ Front☐ Rear☐ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☐ Sport Utl☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☒ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12111000 03250000	Part Name(s) INTERIOR SYSTEMS;PASSENGER RESTRAINTS;AIR BAG;FRONT AIR BRAKES;HYDRAULIC;ANTI-SKID SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 5	Dates of Failure(s) _____ Mileage at Failure(s) 4 _____ Vehicle Speed at Failure(s) 40 _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Fatalities

0

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WOULD BE DRIVING VEHICLE & APPLYING BRAKES (ABS) & PEDAL WOULD PULSATE. VEHICLE WOULD FAIL TO STOP. PROBLEM IS INTERMITTENT. ABS LIGHT KEPT COMING ON AND STAYING. WOULD ONLY GO OFF WHEN VEHICLE IS NOT ON. TOOK TO DEALERSHIP & WAS INFORMED TSB ON VEHICLE & IT WAS OUT OF WARRANTY, BUT WOULD REPAIR AIR BAG SENSORS. *AK

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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FOR AGENCY USE ONLY 117

Reported by

Od. or
rt. ult
od. rt
up. ltr

00 AUG 31 PM 12:13
07-AUG-2000

OFFICE

DEFECTS INVESTIGATION

Reference No.

867011

OWNER INFORMATION (Type or Print)

625242

Work

Home Number (Same)

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of your name and address to the vehicle manufacturer.

Signature of Owner

Date 8/25/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FMFU18L3VLB41813	FORD TRUCK	EXPEDITION	1997	4839
Purchase Date Apr. 12, 1997	Dealer's Name Bill Hopper Ford		Engine Size (CID/CC/L) 5.4L	☐ Turbo
☒ New ☐ Used	City Russell	State KS Zip Code 67665	No Cylinders 8	☐ Diesel
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☒ 4-Wheel
Vehicle Type	Body Style			
☐ Car ☐ Van ☐ Minivan ☐ Other	☒ Sport UT ☐ Truck ☐ Motorcycle		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other SUV(S)	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 12111008 03260008	Part Name(s) INTERIOR SYSTEMS: PASSENGER RESTRAINTS: AIR BAG: FRONT BRAKES: HYDRAULIC: ANTI-SKID SYSTEM	Location ☒ Left ☒ Front ☐ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 2 brake failures numerous	Date(s) of Failure(s) ABS light failure 89 May & June 9, 2000 Mileage at Failure(s) 4,963 Vehicle Speed at Failure(s) under 10 mph	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☒ No

ABS light malfunctioned.

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WOULD BE DRIVING VEHICLE & APPLYING BRAKES (ABS) & PEDAL WOULD PULSATE. VEHICLE WOULD FAIL TO STOP. PROBLEM IS INTERMITTENT. ABS LIGHT KEPT COMING ON AND STAYING. WOULD ONLY GO OFF WHEN VEHICLE IS NOT ON. TOOK TO DEALERSHIP & WAS INFORMED TSB ON VEHICLE & IT WAS OUT OF WARRANTY, by 5 weeks with only 4,163 miles. Reason for such low mileage 1) use to pull boat 2) extremely poor fuel mileage. ABS light malfunctioned in Fall of '99 only intermittent. I P I turned ignition off and restart, light would stay off for 10-20 starts then come on again. Other owner's Brake light came on with no apparent brake failure. Ford Motor Company admitted

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

in a service bulletin #11077 "The Good parts have date code on the box of 16/25/97 or later." My vehicle was manufactured in March '97 with the bad parts. I had 2 brake failures before new sensors were installed @ 4,163 miles. Both brake failures would have caused accidents but fortunately there was no traffic in the 1st incident and no children playing, or vehicle parked in the driveway in the 2nd failure. Except for these two incidents the brakes appeared to work fine.

Even though the vehicle has less than 4,000 miles, Ford knew they had installed bad speed sensors, Ford refused and continues to refuse to stand behind their defective speed sensors which are a ^{potential} safety hazard. Ford told me there will be no recall until they are forced. How many innocent people have to die before Ford will do anything about a safety problem they know exists? How long will NHTSA let Ford off the hook? Ford's excuse is there are not as many Fords with defective speed sensors as there are with faulty Firestone tires. How many accidents, injuries, deaths will it take before Ford will own up to this safety problem? Bill Hopper Ford, the dealer, has done everything they could to take care of this problem.

☆ U.S.G.P.O.: 1992-923-987 / 60289

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

INTERMITTENT YELLOW RABS WARNING LIGHT COMING ON WITH CODE 16 IN SELF TEST SHOULD BE DIAGNOSED IN THE FOLLOWING MANNER. PERFORM THE SYSTEM PRECHECKS & THE FOLLOWING INSTRUCTIONS AS DIRECTED. RETRIEVE THE (DTCs) PER THE SHOP MANUAL. IT IS CRITICAL THAT THE IGNITION KEY BE IN THE "RUN" POSITION WHEN THE 2 HALVES OF THE RABS DIAGNOSTIC CONNECTOR ARE DISCONNECTED. IF THE KEY IS "OFF" DURING THIS PROCESS, ANY DTCs STORED IN THE MEMORY WILL BE ERASED & CODE 16 WILL RESULT. IF THE RETRIEVAL PROCESS IS FOLLOWED CORRECTLY & CODE 16 IS STILL PRESENT, PERFORM PINPOINT TEST "T" FOR INTERMITTENT CONCERN DIAGNOSIS. ALSO TRY USING THE VERIFICATION DRIVE PINPOINT TEST "S". DO NOT REPLACE THE RABS MODULE FOR INTERMITTENT RABS LIGHT WITH CODE 16, UNLESS THE DIAG HAS LED YOU TO THAT CONCLUSION.

Service bulletin picked up at Bill Hopper Ford

11077

SOME 1997/98 F150/F250 LD/EXPEDITION/NAVIGATOR VEHICLES (WITH 4X4 ONLY) MAY EXHIBIT LOW SPEED ABS ACTIVATION AND/OR ABS LIGHT ON WITH CODES 1148/1158 AND DIAGNOSIS CAN NOT BE DETERMINED. REPLACE BOTH FRONT WHEEL SPEED SENSORS PART # F75Z-2C204-AA. THE GOOD PARTS HAVE DATE CODE ON THE BOX OF 10/25/97 OR LATER.

11104

Bill Hopper Ford has done everything a dealer could do to help resolve this problem. Ford refused to stand behind their vehicle

DEALERS ARE URGED TO LEAK TEST USING THE ENTIRE VEHICLE EVAPORATIVE EMISSION SYSTEM FOLLOWING: 1) A REPAIR AND REPLACEMENT OF THE EVAP CANISTER, THE CANISTER VENT SOLENOID, THE VAPOR MANAGEMENT VALVE, ETC.; 2) THE COMPLETION OF ANY REPAIRS WHICH DISTURB THE EVAP SYSTEM, SUCH AS DROPPING THE FUEL TANK OR PULLING ANY EVAP HOSES. USE THE ROTUNDA EVAPORATIVE EMISSION TESTER (134-00056) FOR ON-BOARD DIAGNOSTICS II, INCLUDING THE ULTRASONIC LEAK PROBE. DO NOT USE HIGH PRESSURE AIR FOR LEAK TESTING. DOING SO MAY RESULT IN THE FUEL TANK OR OTHER EVAP COMPONENTS SUSTAINING DAMAGE. THE ON-BOARD DIAGNOSTICS II EVAP MONITOR HAS NUMEROUS CRITERIA THAT MUST BE MET FOR THE "CHECK ENGINE" LIGHT TO BE SET. A SHORT TEST DRIVE MAY NOT BE SUFFICIENT TO EVALUATE THE EVAP SYSTEM PROPERLY. REFER TO TSB 97-20-04 FOR ADDITIONAL INFORMATION RELATIVE TO EVAP DIAGNOSTICS AND ABBREVIATED DRIVE CYCLE.

11112

IF UNABLE TO PERFORM PATS FUNCTION TESTS OR KEY REPROGRAMMING, VERIFY THAT THE NEW GENERATION STAR TESTER (NGS) THIN CARDS HAVE BEEN UPDATED TO LEVEL 14.0 DIAGNOSTIC (RED CARD) AND 4.0 LEVEL SERVICE (GREEN CARD) SOFTWARE. IF THE CONCERN STILL EXISTS WITH THE UPDATED SOFTWARE, PERFORM THE NGS SYSTEM CHECK BY FIRST TRIGGERING ON "INTERNAL SYSTEM CHECK" AND THEN TRIGGER ON "NGS HARDWARE ANALYSIS". PERFORM THIS TEST A MINIMUM OF TEN (10) TIMES. IF THE NGS FAILS THIS TEST ONE OR MORE TIMES, CONTACT HICKOK AT (216) 541-8060.

11135

BEFORE CALLING THE FCSD TECHNICAL HOTLINE ABOUT EVAP RUNNING LOSS CONCERNS ON 1997/98 F-150/F-250 LD/EXPEDITION/NAVIGATOR/ECONOLINE/EXPLORER/MOUNTAINEER VEHICLES, PERFORM THE DIAGNOSTICS FOUND IN TSBS 97-19A OR 97-20-4.

11463

1997 F/SERIES ECONOLINE EXPEDITION STRIPPED CHASSIS MOTOR HOME VEHICLES
SOME 1997 F-SERIES, ECONOLINE, EXPEDITION, STRIPPED CHASSIS, MOTOR HOME VEHICLES

VIN: 1FMFU18L3VLB41813; PAGE #7

BILL HOPPER FORD, INC.

Sales - Service
739 N. Kansas Box 32
Phone (785) 483-3178
RUSSELL, KANSAS 67665

15355

☐ CASH
☐ CHARGE
☐ INTERNAL

TERMS CASH: UNLESS ARRANGEMENTS MADE

DATE: 3/29/85

TIME: 10:30 AM

BY: [Signature]

QTY: 7

PART NO. OR DESCRIPTION: X05W50 058 OIL

EACH: 16.45

AMOUNT: 114.75

QTY: 1

PART NO. OR DESCRIPTION: FIAZ-10731-80 Filter

EACH: 16.45

AMOUNT: 16.45

QTY: 6

PART NO. OR DESCRIPTION: 65mpk 14.8

EACH: 14.8

AMOUNT: 88.80

QTY: 10

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 135.00

QTY: 5

PART NO. OR DESCRIPTION: 55mpk 15.3

EACH: 15.3

AMOUNT: 76.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

CUSTOMER'S NAME: [Redacted]

ADDRESS: [Redacted]

PHONE: [Redacted]

CITY: [Redacted]

STATE: [Redacted]

ZIP: [Redacted]

DATE: 3/29/85

TIME: 10:30 AM

BY: [Signature]

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

QTY: 1

PART NO. OR DESCRIPTION: 10mpk 13.5

EACH: 13.5

AMOUNT: 13.50

THANK YOU

THANK YOU

BILL HOPPER FORD, INC.

15866



Sales - Service
739 N. Kansas Box 32
Phone (785) 483-3178
RUSSELL, KANSAS 67665

☐ CASH
☐ CHARGE
☒ INTERNAL

TERMS CASH: UNLESS ARRANGEMENTS MADE

QTY 2
PART NO. OR DESCRIPTION V132-2004-CH
Anti lock Brake Sensors

EACH 500
SALE AMOUNT 100.00

217
DATE June 13, 2000

PAY TO THE ORDER OF Bill Hopper Ford Inc.
One Hundred Fifty Six Dollars & 94/100 \$156.94



SUNFLOWER BANK
740 MAIN • P.O. BOX 383
RUSSELL, KANSAS 67665-0383

TOTAL GAS, OIL & GREASE

CUSTOMER'S NAME [Redacted]
ADDRESS [Redacted]
CITY [Redacted]
STATE [Redacted]
ZIP [Redacted]

DATE 6/13/00
LABOR CHARGE

QUOT. ORDER NO.
WRITTEN BY
DELIVER YES ☐ NO ☐
FRONT WHEEL READY YES ☐ NO ☐
SPEEDOMETER 4763
MILEAGE 15866
P. RES. 4763
M. O. P. RES. 4763
F. RES. 4763
W. RES. 4763
R. RES. 4763
F. RES. 4763
W. RES. 4763
R. RES. 4763

REPAIR ORDER - LABOR INSTRUCTIONS

1. R & R Brake Sensors 4750

61300 4750

4750

W G

CUSTOMER LABOR RATES: LT TRUCKS & CARS \$45.00/HR - HEAVY DUTY TRUCKS \$55.00/HR

Thank you for this opportunity to serve you.
Our aim is to perform all the repairs requested
on this repair order to your complete satisfaction.

BILL HOPPER FORD, INC.
739 N. Kansas Box 32
Phone (785) 483-3178
RUSSELL, KANSAS 67665

DESCRIPTION	AMOUNT
LABOR - MECH.	47.50
PARTS - MECH.	100.00
SUBLET REPAIRS	
GAS, OIL AND GREASE	
WASH.	
SALES TAX	14.75
CHARGE SALES	156.94
CASH SALES	

THANK YOU

"All expressed warranties, if any, by a manufacturer or supplier other than the dealer or theirs, not dealers, unless otherwise provided in writing and furnished to buyer by dealer."

Y O U

June 14, 2000

Jack Wasser pres.
Ford Motor Company
16800 Executive Plaza Dr.
P.O. Box 6248
Dearborn, Michigan 48121

Dear President Wasser,

October 21, 1996 I ordered a Ford Expedition 4x4. It did not arrive at Bill Hopper Ford in Russell until April of 1997. Serial # 1FMMF418L3VLB41813.

March 27, 2000 I had the oil changed at Bill Hopper Ford. In making the appointment I told the service manager Kenny Busch the ABS light would come on intermittently more frequently than when I first noticed it in October of 1999. Mr. Busch said to bring it in when the light was on, but I could never catch the light on when the dealership was open.

Then I was preparing to enter the highway one night and the Expedition would not stop. This happened on smooth dry pavement. The brake pedal pulsed as if I was stopping on ice with no traction. This really scared me. It happened again last Friday, June 9, 2000. I also ran into a man's place of business. Except for these two times the brakes seemed to work fine. As they worked fine when the ABS light was off or on from last October.

Since the brake failure and ABS light coming on happened so infrequently it seemed an oddity rather than a real problem. When the vehicle wouldn't stop and almost caused an accident, I knew this was a real problem.

I took the Expedition to Bill Hopper Ford and codes 1148 & 1158 appeared. Ford Motor knew they had defective front wheels speed sensors until 10/25/99. Enclosed is a copy of the service bulletin #11077.

Even though Ford knew the sensors in my Expedition were defective, even though I had noticed the ABS light coming on in October 1999, even though I had told the service manager, Mr. Busch, about the ABS light when making the appointment for the March 27, 2000 oil change, both Mr. Busch and Laura from your Toronto, Canada Customer Assistance Center told me it was my truck and I would have to pay for Ford's original defective sensors, because the date of the replacement was past the 3yr. 36,000 warranty.

I have only 4,163 miles on the Expedition because it gets such horrendously poor fuel mileage. I used it to pull a boat that weighed 3,320 lbs. The Expedition only got 8 miles per gallon. Pitiful poor.

Since the ABS light came on only 2 times from October to March, since you admittedly knew the sensors were defective, I'm sending you the bill for full reimbursement of \$156.44. I am also asking you to place a recall on all Expeditions made

before October 25, 1997 so no one has an accident as I also did. Since this is a real safety concern, and small children could be the victims of those vehicles not being able to stop, I urge you to issue this recall immediately before some innocent person gets hurt.

I also own a 1993 Toyota Camry that gets 31.9 mpg. Another reason the Expedition that gets only 8 mpg pulling a boat has only 4,163 miles after 3 years of ownership.

You advertised in your '99-'00 brochures the new Expedition w/ 5.4 Ltr engine and 3.93 transmission get 40% better gas mileage & 40% better torque. Can the '97 Expedition be modified for better economy & torque?

Since the fuel mileage on Expeditions are so very horrendous and gasoline is \$2.60 a gallon would you have Ford do some aftermarket testing that would help enhance the efficiency of your product??? Do those K-N Filters work? Hypertech makes a different computer chip claiming it increases both power & fuel economy?? Does these work???

You have the personnel and testing equipment to help us who have bought your product. Please help us.

In a 21-30 mph cross wind I could barely keep the Expedition above 65 mph without a boat. I've talked to others who average only 12-13 mpg on their Expeditions. This is incredibly poor mileage especially with \$2.00 a gallon gasoline. Please help us.

If you feel you do not have the personnel then I would suggest your closing "the Ford Motor Company North American Customer Assistance Center" in Toronto, Canada. I called there twice and results I received were a big waste of my time. Close the place and hire someone that will help your customers who invested \$35,000⁰⁰ with you.

Enclosed is a copy of the service bulletin and a copy of the paid bill for your defective sensors. Also a copy of the oil change when I told the service manager about the ABS light problem.

I will be awaiting your immediate attention to this matters and ask you for the re-imbursement of \$156.94.

Thank you for your time and consideration.

The fuel mileage on this Ford Expedition pulling a 3,220 lb. boat is 8 mpg. Truly horrendous. Extremely poor fuel mileage is the reason for my vehicles low mileage. I've asked Ford repeatedly to address this problem. This is not a safety issue unless damage to the environment would be considered a safety issue.

Sincerely,





Ford Customer Service Division
Ford Motor Company
June 28, 2000

16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI 48121



Re: Case # 0603501759

Dear Mr. [REDACTED]

The circumstances, which you outlined, have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners. Although we regret not being able to meet your expectations, our review indicates that the information provided by our company representative was appropriate. Therefore, we are unable to be of further assistance in this matter.

Thank you for contacting Ford Motor Company.

Sincerely,

Thomas J. Fellers
Director
Customer Assistance Center

*This is Ford's
response to the letter
I wrote the President
Jack Nasser.*