

936 Marl Pit Road
Middletown, DE. 19709

May 27, 2009

The Honorable Ray LaHood
US Department of Transportation
1200 New Jersey Ave., SE
Washington, DC 20590

Dear Secretary LaHood,

With complaints approaching three hundred to the National Highway Transportation Safety Administration (NHTSA), I would respectfully request a hearing concerning the Ford Freestar. NHTSA has the mandate to protect the public against "unreasonable risk of crashes occurring as a result of the design, construction, or performance of motor vehicles and is also protected against unreasonable risk of death or injury in the event crashes do occur."

I am petitioning the NHTSA under Title 49 of the United States Code, Chapter 301, Motor Vehicle Safety, Part 557 for hearings to consider whether Ford Motor Company has met these standards in regards to the Ford Freestar. Also, I would charge that the Ford Motor Company has not "reasonably met its obligation to notify owners, purchasers, and dealers of a safety-related defect or failure to comply with safety standards or to remedy such defect or noncompliance. This part also establishes procedures for holding such a hearing. Application: Any interested person"

I and many other citizens of this country are "interested" in a hearing.

Furthermore Part 573: Defect and Noncompliance Reports of Title 49, Ford Motor Company has a requirement for reporting safety-related defects to the NHTSA. Ford must also provide quarterly reports on defects notification campaigns; for providing copies of communications with dealers and purchasers concerning defects; and for maintaining owner lists. Ford also has the responsibilities under the 1974 Motor Vehicle and School Bus Safety Amendments for recalling and remedying defective motor vehicles and equipment or motor vehicles and equipment not built in compliance with the law between motor vehicle and equipment manufactures. The application of this law is to reduce deaths and injuries due to rear end collisions between moving traffic and disabled vehicles. I believe that the Ford Motor Company has grossly failed to follow procedure with these vehicles.

On May 8, 2009, I requested information on the process that Ford Motor Company's uses to issue a recall of a vehicle. Ford's Customer Relationship Center's answer was: **"Please keep in mind that The National Highway Traffic Safety Administration (NHTSA), which is the federal agency responsible for motor vehicle safety, and is the only organization with the authority to order a recall. Moreover, Ford and the National Highway Traffic and Safety Administration (NHTSA) work together to proactively identify areas of concern through investigation of consumer and dealer feedback. However, we regret to inform you that Ford and NHTSA's investigation of consumer and dealer feedback are considered proprietary and therefore, is unavailable to the public. Consequently, we are unable to provide you with the information you are seeking."**

I would submit the following web sites:

http://en.wikipedia.org/wiki/Ford_Freestar

Reliability Issues: The main weak point of the Ford Freestar and Mercury Monterey is the poorly designed transmission system. Many have had or will have transmissions problems, requiring towing. There is a problem with the power train control module (PCM) as it can easily get wet and malfunction. Limp mode is not automatically engaged on the vehicle, the driver must disconnect the computer manually, allowing the vehicle to move without the computer's faulty control. There is also a problem with the clutch, as it will wear out and not engage.

<http://townhall-talk.edmunds.com/direct/view/.f0fb94a/518>

This site hosts over 600 postings of complaints about the vehicle.

<http://www-odi.nhtsa.dot.gov/complaints/>

Site contains over 290 complaints filed with the National Highway Transportation Safety Administration Office of Defects Investigation.

Many relying on these vehicles for transportation are families, women and children, and these vehicles grossly fail leaving those traveling in them fearing for their safety and that of their passengers. Numerous times my vehicle has stalled while moving, lurching, and abandoned me over high speed roadways, over bridges without shoulders wide enough to pull off the road safely, or other roadways lacking an adequate shoulder elevating the risk of being rear-ended. NHTSA must take action to reduce this risk.

Awaiting your response,

Nadine Burroughs

Cc: The President
The Vice President
The Honorable Senator Thomas R. Carper
The Honorable Senator Edward Kaufman
The Honorable Congressman Michael Castle
Ralph Nader
Department of Consumer Protection
U.S. Department of Justice
National Safety Council
United States Council for Automotive Research

Attachments: Email from Fords Customer Relationship Center
Repair and towing invoices