


936 Marl Pit Road  
Middletown, DE. 19709

  
May 28, 2009

BBB Auto Line  
4200 Wilson Blvd Ste 800  
Arlington, VA 22203-9841

Dear Sir:

Is there any wonder why the American car manufactures are going down the drain? We have always supported the products made in this country; however, after this experience with a 2004 Ford Freestar, I totally understand why they are in a financial crisis. As a tax payer and citizen of this country, I do expect some action to be taken in this matter.

After a rear end accident, I had to replace my American car so we purchased a 2004 Ford Freestar. This vehicle is a hazard due to its major defects, and I request that the National Highway Transportation Safety Administration take the proper action to correct this situation. Families, women, and children are dependent on these vehicles and the defects that plague these vans put them all at great jeopardy of a rear end collision.

I have attached for your review a letter to Secretary of Transportation Ray LaHood, petitioning for a hearing under Title 49 of the United States Code, Chapter 301, regarding the safety of these vehicles. Documentation of repairs emails from the Customer Relationship Center (CRC) of the Ford Motor Company, and web links are also included. I would highly recommend that you view the web links to better understand the seriousness and financial hardship of the situation that these vehicles present. Though this process, I must tell you that I have learned more than I ever could have imagined, or wanted to know about the motor vehicle industry. I also have learned that the government agency which is responsible for policing the industry has dropped the ball so to speak.

Thank you for your attention in this matter.

Respectfully,

Nadine Burroughs