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Ford Motor Credit Company  
P.O. Box 6508  
Mesa, AZ 85216

Oct 24, 2002

REF: Ford Taurus 1995  
VIN#: 1FALP52UCSA284089

Gentlemen:

On September 25 of 2002 I delivered my car back to Sawgrass Dealer to be turned over to your company or any of your authorized agents to be fixed at once, after several attempts with the service department pf Sawgrass in Sunrise, FL, and they failed to do so. The car was unsafe to drive.

I already sent several letters (copies enclosed) to Ford Motor in Tampa, FL, concerning this matter and so far I did not receive any explanation from them.

I would appreciate if you would let me know as soon as possible the status of this case, as I have to renew my registration as per the enclosed document that I received from the Broward County Revenue Collector here in Florida.

Sincerely,



Hallandale, FL

CC: National Highway Traffic Safety Administration, Washington, D.C. 20590

OFFICE  
DEFECTS INVESTIGATION

October 10, 2002

Ford Motor Credit Company  
P.O. Box 31111  
Tampa, FL 33631

Ref: Ford Taurus 1995  
VIN#: 1FALP52UOSA284089

Sirs:

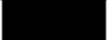
On September 20, 2002 I sent you a letter (copy enclosed) concerning my car that was returned to Sawgrass Ford Dealer to be fixed at once by the Ford Motor or any of your authorized agent, after several attempts made with the service department of Sawgrass, as I was covered by Quality Care Warranty that was referred by them when I purchased my car at Sunrise, Florida.

Now, it is imperative that you let me know if the car is ready to be picked up, as I received the enclosed notice from the Broward County Revenue Collector in order to renew my registration by its deadline.

I would appreciate your prompt reply to my address below.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Hallandale, FL 

c.c.: Ford Motor Company – Dearborn, Michigan – 48121  
N.H.T.S.A. – Washington, DC - 20590

September 20, 2002

Ford Motor Credit Company  
P.O. Box 31111  
Tampa, FL 33631

Ref: Ford Taurus 1995  
VIN#: 1FALP52UOSA284089

Dear Sirs:

As per the enclosed documents, on July 25, 2002 I delivered my car back to Sawgrass Ford Dealer to be turned over to your company or any of your authorized agent, to be fixed at once, after several attempts to do so, with Sawgrass service department.. The car was unsafe to drive.

So far, I was not informed if your company took any action according with the National Highway Traffic Safety Administration (NHTSA) rules.

Please let me know the status of this case.

Truly yours,



Hallandale, FL



AMILCAR A MORALES

ACCOUNT NUMBER: TF A103 24X7

SERIAL NUMBER: 1FALP52U0SA284089

Customer Service Center's Number

1-800-727-7000

Monday - Saturday 7am - 8 pm CST

[www.fordcredit.com](http://www.fordcredit.com)

Phone Pay

1-877-PAY-FORD

August 06, 2002

Ford Credit Motor Company  
PO Box 31111  
Tampa, FL 33631

Ref: Ford Taurus 1995  
VIN#: 1FALP52UOSA284089

Dear Sirs:

Perhaps there is a misunderstanding concerning the above referred vehicle. I would like to inform you that my car was not repossessed; it was voluntarily returned to the original dealership – Sawgrass Ford – in Sunrise, Florida, for the reasons below:

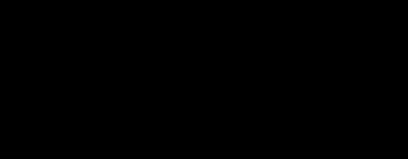
1) On April 27<sup>th</sup>, 2001, I sent a letter (exhibit 1) to Ford Motor Company in Dearborn, Michigan, pointing out the fact that I was misled by the Sawgrass Ford Dealer, after Ford Credit stated several times that, and I quote, “we have nothing to do with your problem, we are a bank, and we want to get paid, that’s all”.

2) As the headquarters of Ford Motor Company did not take any action, on March 13<sup>th</sup> 2002 I filed a formal complaint to the National Highway Traffic Safety Administration (exhibit 2), in Washington, DC.

3) On May 2002, I received a warning recall from Ford Motor Company (exhibit 3).

Finally, as no action was taken by any responsible authority, on July 25<sup>th</sup> I returned the vehicle to Sawgrass Ford (exhibit 4). The car was unsafe to drive.

Truly yours,



Hallandale, FL 

CC: Ford Motor Company, Dearborn, Michigan  
National Highway Traffic Safety Administration, Washington, DC

April 27, 2001

FORD MOTOR COMPANY

Attn: Customer Relationship Center

Ref: Ford Taurus 1995

ID#: 1FALP52UDSA28408

Gentlemen:

The reason of this complaint is to bring to your attention to better select your authorized dealerships in order to preserve your clients and protect the good and traditional FORD credibility in South Florida

On March 31 of last year, I was referred by my bank manager to purchase my car at SANGRASS FORD DEALER in the City of Sunrise, Florida. So, I went there and the salesman was very kind after he noticed that I had a good credit rate. Instead the FOCUS that I was interested, he told me that "my best deal was the 1995 TAURUS and continued "it's in a perfect condition. Like new". So, I believed in a friend of a friend and took his advice. Next day, I went back to pick it up. When I drove out of the dealer, the car was vibrating, pushing to the right. The tires were not the same ones that that I saw in the car the day before. The speedometer was't working. Very noisy brakes also. Then I took it to a private mechanic and he confirmed that the car was in a very bad shape.

As I needed a car to do my freelancer TV news productions for my income I drove it until I couldn't shift from "P" to "D". Then it was the time to repair everything that was wrong and they couldn't refuse me anymore

as they did before. When I went back to pick it up, they ONLY did the shift gear work, nothing else. When I complained about it, they said: "we didn't have the time to fix the other things in your car". But they charged me \$50 deductible, as I purchased extend two years warranty from "Quality Care".

Then, it came to the time that I couldn't drive anymore. Again, I took it back to Sawgrass Ford Service. They kept the car there for two days. The service was't completed done. Then I took it back again for another three days (April 17, 18 & 19). I feel sorry I did. I still have a car which is not in a good driving condition.

Today, I deeply regret ever had walked in the Sawgrass Ford Dealer. I was MISLEAD.

Sincerely,





Auto Safety Hotline

# Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-6393  
 DC METRO AREA (202) 366-0123  
 INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.  
 CORRECT MARK: ●

**AGENCY USE ONLY**

Date Received \_\_\_\_\_  
 Order # \_\_\_\_\_  
 Reference No. \_\_\_\_\_  
 Unit # \_\_\_\_\_  
 Up # \_\_\_\_\_

## OWNER INFORMATION (Type or Print)

STREET NO. \_\_\_\_\_ APT. NO. \_\_\_\_\_  
HALLANDALE FLORIDA  
 CITY STATE  
 ENTER ZIP CODE \_\_\_\_\_

ZIP CODE - 4 \_\_\_\_\_ AREA CODE \_\_\_\_\_

DAYTIME TELEPHONE NUMBER \_\_\_\_\_

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  Yes  No

In the event of an accident, NHTSA WILL NOT send your name and address to the vehicle manufacturer.  Yes  No

SIGNATURE OF OWNER \_\_\_\_\_ DATE 03/19/02

## VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) Reported at bottom of windshield on driver's side: 1FALP52J05A284089 VEHICLE MAKE: FORD VEHICLE MODEL: TAURUS MANUFACTURE DATE: \_\_\_\_\_ MODEL YEAR: 1995

VEHICLE MANUFACTURER:  
 BMW  Ford  Honda  Nissan  Subaru  Volvo  Other \_\_\_\_\_  
 Daihatsu/Chrysler  General Motors  Hyundai  Isuzu  Toyota  VW

PURCHASE DATE: 03/31/00  New  Used DEALER'S NAME: SANGROSS FORD CITY: SUNRISB STATE: FL ZIP CODE: 33323

ENGINE SIZE (CID/CCU): \_\_\_\_\_ FUEL SYSTEM:  Turbo  Fuel Injection FUEL TYPE:  Diesel  Gas TRANSMISSION TYPE:  Manual  Automatic ANTILOCK BRAKES:  Yes  No RESTRAINT SYSTEM:  Driverside Airbag  2-Point Belt  Passengerside Airbag  Motorbelt  3-Point Belt CRUISE CONTROL:  Yes  No

DRIVETRAIN:  Front  4-Wheel  Rear VEHICLE TYPE:  Car  Minivan  Truck  Other \_\_\_\_\_ DOORS:  2-Door  4-Door BODY STYLE:  Hatchback  Sedan  Pick Up Truck  Stationwagon

## FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT:  
 Child Seat  Electrical Lights & Alarm  Engine & Cooling System  Equipment  Fuel System, Exhaust  Master, Defrost, Ventilation  Interior  Parking Brake  Power Train  Service Brakes  Steering  Structure  Suspension  Visual Systems  Other: TRANS MISSION

NO. OF FAILURES: \_\_\_\_\_  
 INCIDENT DATE: \_\_\_\_\_ TIRE NAME: \_\_\_\_\_ COMPLETE TIRE SIZE: \_\_\_\_\_  
 MILEAGE AT INCIDENT: \_\_\_\_\_ TIRE BRAND:  BF Goodrich  Cooper  Firestone  Goodyear  Kelly Springfield  Michelin  Yokohama  Other \_\_\_\_\_  
 VEHICLE SPEED AT INCIDENT: \_\_\_\_\_ FAILED PART(S): \_\_\_\_\_  
 Original  Replacement

HANDICAPPED ADAPTIVE:  Yes  No FAILED PART(S) AVAILABLE:  Yes  No NHTSA PREVIOUSLY CONTACTED?:  Yes  No

## APPLICABLE INCIDENT INFORMATION

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

CRASH:  Yes  No NUMBER OF PERSONS INJURED: \_\_\_\_\_ CAUSE OF INCIDENT:  
 Wear/Corroded Part  Hoop  Weak/Poor Fit/Loose  Leaks  Cut/Torn  Short  Disconnect/Fall Off  Locks/Seals/Grabs  Stab-Hy/Vibration  Emergency Flare

FIRE:  Yes  No NUMBER OF FATALITIES: \_\_\_\_\_ RESULT OF INCIDENT:  
 Explosion/Fire  Loss of Control  Poor Visibility  Inadvertent Start  Rollover

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
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).**