


12-20-03

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100147</p>	
<p>Name: [REDACTED]</p>		<p>Date Received: JUN 12 11:10:10 AM '03 DEC 2003</p>		<p>Repository: [ ]</p>	
<p>Address: [REDACTED]</p>		<p>Daytime Telephone Number: [REDACTED]</p>		<p>Reference No.: 10050168</p>	
<p>City: MONROE State: MI Zip Code: [REDACTED]</p>		<p>Signature of Owner: [REDACTED] Date: 12/23/03</p>		<p>Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? In the absence of your address to the vehicle manufacturer. <input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO <i>R/B</i></p>	
<p><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1LNBM82F8H [REDACTED]</p>		<p>Make: LINCOLN</p>	<p>Model: TOWN CAR</p>	<p>Model Year: 1987</p>	
<p>Date Purchased: [REDACTED]</p>	<p>Dealer's Name and Telephone Number: [REDACTED]</p>		<p>Engine: No. Cylinders: 8</p>	<p>Fuel Type: Gas</p>	
<p>Original Owner: [ ]</p>	<p>Dealer's City: [REDACTED]</p>	<p>State: [REDACTED]</p>	<p>Zip Code: [REDACTED]</p>	<p>Transmission Type: auto over drive</p>	
<p><input type="checkbox"/> Antilock Brakes</p>	<p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain: [REDACTED]</p>	<p>Vehicle Component Code: 112000 ELECTRICAL SYSTEM:ALTERNATOR/GENERATOR/REGULATC</p>		
<p>Multiple Feature: 1</p>					
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Incident Date(s): 02-DEC-2003 01-DEC-2003</p>	<p>Failure Mileage: 25880</p>	<p>Failure Speed: off</p>	<p>alternator/connected pig tail harness</p>		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make: [REDACTED]</p>		<p>Tire Model (Name or Number): [REDACTED]</p>		<p>Tire Size (Example P215/65R15): [REDACTED]</p>	
<p>DOT No. (Example: DOTMALSABC036): [REDACTED]</p>		<p><input type="checkbox"/> Original Equipment</p>	<p>Failure Location: [REDACTED]</p>		
<p><input type="checkbox"/> Prior Repair</p>		<p>Tire Component Code: [REDACTED]</p>			
<p>Tire Failure Type: [REDACTED]</p>				<p>[REDACTED]</p>	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make: [REDACTED]</p>		<p>Date Manufactured: [REDACTED]</p>		<p>Model No./Name: [REDACTED]</p>	
<p>Seat Type: [REDACTED]</p>		<p>Installation System: [REDACTED]</p>			
<p>Child Seat Component Code: [REDACTED]</p>		<p>Failed Part: [REDACTED]</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), condition, and injury(ies).)</p>					
<p>Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Number of Persons Injured: [REDACTED]</p>	<p>Number of Deaths: [REDACTED]</p>	<p>Reported to Police: <i>R/B</i></p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>FOUR MINUTES AFTER THE ENGINE WAS SHUT OFF, BLACK SMOKE WAS SEEN COMING FROM UNDER THE HOOD. THE OWNER OPENED THE HOOD AND NOTICED THE ALTERNATOR WAS ON FIRE. THE OWNER EXTINGUISHED THE FIRE AND DISCONNECTED THE ALTERNATOR. *AK Reported to NHTSA first on Dec-02-03 then Dec-09-03. Incident I did not extinguish fire. friends mechanic did. <i>By R/B T.S.A.</i> No Police report made. Incident Date is Dec-01-03 And I want a report sent to manufacturer of my vehicle, please see back of form, and add pages. E. Copies of accident &amp; / or received on case, to date. <i>-over -&gt;</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					

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 is in violation of the safety recall requirements of the NHTSA. For more information on this program, please contact the NHTSA at 1-888-327-4236 or visit our website at www.nhtsa.gov

on 12-9-03

I was following a friend to his mechanic about 14 miles from my address. We arrived at his mechanic's (T.R.) 734-269-7719. We all were around my friend's car (my car behind and engine off.) Kenneth Brooks - 734-243-0868. We all started to smell "burning" we looked at Kenneth's car first. Jason Bohmer, the master mechanic of T.R.'s, looked up and smelled smoke coming out from under my car hood. We all got to my car, I popped the hood we saw flames coming out of alternator. Jason Bohmer went for fire extinguisher. Jason Bohmer put the fire out. I disconnected

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

RAYMOND J. BLISS  
800 W. SEVENTH STREET #209  
MONROE, MI 48161



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**  
**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety Administration  
My driver's license/government

Ford Motor Co.

12-24-03

NH.T.S.A.

2.-8

Conit,

the totally burned-up alternator. My mechanic was near where I live, so Kenny and I returned to my mechanic "Kelly's" (bill enclosed) on my battery. It was day yet, and Kelly's was just getting ready to close. Did not know when car would be done, nor how much total damage. I found out, one of mechanic has a car, with same type alternator, and his caught on fire, like mine.

Dec, 02-03 I and another person made more than one call to Ford. 2 to Nathan, 1 call to me from a Jeff Schwagle who claimed he was from Ford Motor legal department. After I found out by a <sup>(EO)</sup> mechanic at Kelly's, that they alone have had to R&R alternators (5) F-150 Ford trucks "95-96", because of fire, like his, and my "87" car. I called Ford, asked that a Jeff Schwagle from Legal Department please call me back, which Jeff did, again he said he was from Ford Legal Department again.

The trucks that caught fire, are delivery trucks, for a place called C & B Auto Value, located at 1130 W, 7<sup>th</sup> St. (934) 241-8989

During talks on Dec-02-03 to Ford, it was stated by Ford, that the alternator was a defect design.

that Ford knows it, but Ford can't go over its own Legal Departments say.

It was not Ford, who explained other facts, such as, "Until 1984" Ford had an external regulator on Ford Cars & Trucks, but in "1984" Ford designed an internal regulator, and placed in Cars and Trucks, until "1997". For the years "84" through "1996" the internal regulator had so many problems, including, the alternator catching on fire!! That Ford went back to external regulator in "1997".

Ford, only told (mechanics/repair places, that the so called pig tail that connects to the alternator, must be changed every time one of these alternators are R&R.

During the talks with Ford on Dec-02-03, not only were they told of the information, but they also knew I had only Mi. No fault, Car engine was newer, than Original engine, but not under warranty, and Kelley's repair shop only gives 6 month / 6,000 warranty. The last Alternator and pig tail was replaced a year ago. It was replaced with the one that caught fire on Dec-01-03.



12-24-03  
5-8

Ford Motor Co



N.H.T.S.A.

Coht

Dec. 20-03, I and my friend saw some errors on form, that N.H.T.S.A. had already typed in. One is where it reads "Do you Authorize N.H.T.S.A. to provide Copy of this Report to the manufacturer of your Vehicle?"

N.H.T.S.A. typed "No"

I, nor my friend was asked that question on Dec-02-03 or Dec 09-03 calls to N.H.T.S.A.

I want a copy sent to the manufacturer of my Vehicle, and anyone else you can!

I marked yes box on N.H.T.S.A. Form, signed, and dated it.

On Form, "Incident Date" is down as Dec.-02-03. The Incident Date is Dec-01-03, Not Dec. 02.03. Dec-02.03 is when Ford (#4) General Attorney, & N.H.T.S.A. was called.

I saw on N.H.T.S.A. form, that N.H.T.S.A. typed (Y) that a Police Report was made. I, nor, my friend was ever asked if any report was made! I crossed out the (Y) that N.H.T.S.A. had incorrectly put on form.

Where N.H.T.S.A. typed what happened, the very short version, has incorrectly that I extinguished the fire. I and my friend told N.H.T.S.A. (12-02-03-12-09-03) that my friends mechanic extinguished the fire.

My mechanic could not read anything off altansta, which they had put on Car 1 year before. & I could not afford a Addl \$30.00 Core charge, to keep  
seems sum,

Ford Motor Co.

12-24-03  
6-8

N.H.T.S.A. Cont

part. But the mechanic can witness, the condition and repair work needed, including changing pig tail to alternator that Ford Motor Co. says must be changed each time. The alternator pig tail (harness) was also destroyed. There are, my friend, his mechanic, that can be witnesses to the fire, putting it out and so on.

Ed, mechanic at Kelly's, can be witness of his own alternator catching fire. And down is name, phone # to check on the trucks that had alternators catch on fire.

Enclosed is a letter to Jeff Schwagle Legal Dept. of Ford Motor Co. I sent Dec-09-03. Enclosed are copies of letters (just changed name to) sent out Dec-10-03 B.B.B. / A.C.A.P. / C.A.S. / B.B.B. Autoline.

Enclosed is copy of correspondence returned to Attorney General on 12-10-03. Copy of Repair Bill from "Kelly's", for 12-01-03. Copy of Jeff Schwagle, who claimed Ford Motor Legal Department over phone, dated 12-02-03.

Enclosed copy of my response to Jeff Schwagle letter dated 12-02-03. I sent on 12-09-03.

Enclosed, is a copy of a return response from Jeff Schwagle dated Dec-02-03, from the Dec-09-03 letter I sent him.

... ..  
Can we all Cont: of Repair & Labor

12-24-03

7-8

N.H.T.S.A. Cont

With all enclosed, it tells what happened?, to what?, when? That Ford has a "defective design" from 1984-1996 on their Cars & Trucks, that have this type alternator, that Ford has the pig tail (harness) to Alternator changed very time alternator is changed. That Ford knows the alternators do catch fire, and the same type was put on my car, so it might catch fire, again.

I live in fear, because the alternator can catch on fire even when alternator engine is off. I can not see my car from where I live. I could never get to it. If in car, I and anyone else is in fear. The Fire Extinguisher I bought for car now, may not help in time.

<sup>Received</sup>  
Dec-25-03. The Attorney General papers dated what needs to be done, I would like to <sup>that</sup> add any costs for pursuing this. Copy costs, postage, and so on. There must be a Recall. Ford to pay me all costs of Repair & Labor, Ford to make sure I don't have same type alternator left on my car, at their costs, & all costs in trying to get this accomplished. And

Ford Motor Co.



12-24-83  
8-8

D.H.T.S.A. Cont.

Ford to finally take responsibility,  
and make a recall on all Cars &  
Trucks 84-96, that have a internal  
regulator, my type alternator and  
pig tail (harness) to alternator.  
Ford, again has shown, they  
could care less about anyone who  
has one of these alternators, that  
life, limb, property & that of others  
near such alternator, are worth nothing  
to Ford, if it would cost them a  
penny, or tarnish their name, & look honest.

Jeff Schwagle had such a snob  
attitude toward the danger I and  
others around the area were in, that  
only God, could have had it happen  
when it did, and made the machanic  
the Angel, with the fire extinguisher.

If you didn't believe in protection,  
higher up and unseen, you would that  
day! But next time, may not be the  
same.





Received  
12-04-03

Consumer Affairs  
Sent Via U.S. Mail

PO Box 6246, MD 3NE-B  
Dearborn, MI 48126 USA

December 2, 2003



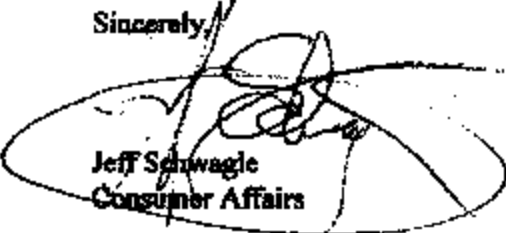
Re: 1987 Lincoln Town Car  
VIN: 1LNBM82F8H [redacted]

Thank you for contacting us regarding your 1987 Lincoln Town Car.

We sincerely regret the circumstances you described. However, a situation such as this would normally be handled by your insurance carrier. We suggest that you follow the direction of your insurance carrier, which has the right to file a subrogation claim against Ford Motor Company if it chooses to pursue the matter.

We appreciate the opportunity to review your request.

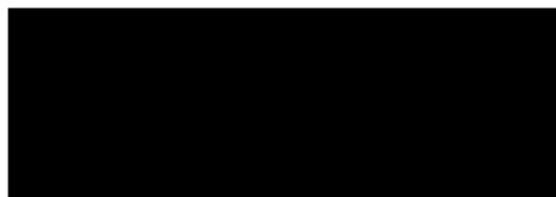
Sincerely,

  
Jeff Schwagle  
Consumer Affairs



PO Box 6246, MD 3NE-B  
Dearborn, MI 48126

12-04-03



Ford Motor Co,

Ref. defect's Ford attempt to design  
changing to call for.

1, 12-09-03

Dear Jeff Schuagle, Ford Motor Co,  
Received your letter dated  
12-02-03, on 12-04-03.

We spoke twice on 12-02-03, you  
stated you were from the "Legal  
Department of Ford" on the calls,  
your letter heading reads "Consumer  
Affairs". I was not aware, that a  
Co. who have their own Consumers  
affairs Dept. is also the Co.'s Legal  
Dept.!

I can not understand why?  
you sent the 12-02-03 letter. On the  
calls, you, I, and Robin, I clearly,  
informed you, that the only "Car  
Insurance I had on the only car  
I have, only carries Mi. "No Fault".  
I stated I was disabled, 24-7 Pain,  
on a very low fixed income, could  
not afford to buy another car. And  
that a alternator of same (that  
caught on fire,) would be what  
replaced the one on fire.

On other calls, (not just you)  
made/received 12-02-03, I was  
told to still call my Insurance  
Agent, just so my file would be  
noted, about alternator. I did  
call Agent. The Agent, was  
confused, as to why?, but did  
note my file.

When I received your letter, I

let the Agent read it, you (Ford) do take responsibility. The Agent, could ask Ford back for \$, if I had been paid any, by a Car Insurance Co.

The second talk we all had on 12-02-03 with you Sir, you were informed that information already was coming forward, (5) Ford F-150 trucks in town had alternators catch fire, '95-96 that a mechanics truck, & my Car '1987 that's just a start. Word is that efforts were made, to have Ford do something across the board, and Ford refused, before me.

We were told with-in Ford, that Ford can not go over the legal Dept's say, so if Jeff. said, no, Ford can't do anything.

We both spoke to you Jeff, you were informed, this can not be ignored. No my Cost's, and that car, has another alternator that could catch fire. A recall is needed!!!!

I found out a year ago, when alternator needed change, that Ford demands the so called "pig tail" to "alternator" also be changed.

A year later, the R.E.R. Alternator catches on fire inside.

I told you and Robin, God, was with me. That I was following a friend, who was taking his truck about 14 miles away to his mechanics place.

We parked, everyone was around the truck talking, when we all smelled a burning smell, we all thought it was friends left in truck, one of the mechanics looks up and sees smoke billowing out from under my hood. The car had been turned off for at least 4 mins. I popped lid, scared, filled with fear, we found flames coming out from inside the alternator. A mechanic had a fire extinguisher and put flames out. Alternator was disconnected, I thank God, it was not night - were lights were needed, nor that I was too far from my mechanic. We drove back on my battery to my mechanic, we had to track down where friend's wife was, because I could not get my friend home, nor myself now.

I am still paying for the newer engine, so Robin, put the costs

of alternator on her credit card, her interest lower. It will cost postage, money order fees (both use m.o.) Copy costs, until paid off.

I fear so much, it will happen again. I give Robin 99% of all her transportation, let alone any others. I have now constant fear, now for myself, others in car, other people, material things near car, my car engine running a rat.

Can not afford another car, or the 100's more to put different type alternator. Pd. \$205.00 (+ Interest, other fees) already. (until PD) & Fire Extinguisher.

Ford, has known for years, about alternator's catching fire! For years of 1984-1985-1986-1987-1988-1989-1990-1991-1992-1993-1994-1995- & 1996, in Ford Cars & Trucks.

"External Regulator's" were used until "1984" Then Ford designed a "Internal Regulator". Ford used this "Internal Regulator" in trucks & Cars. Ford had repeated problems with the "Internal Regulator" design. As a Ford person said 12-02-03 the design was "defective".

Ford had so many problems, including the alternators catching on fire, that Ford went back to the "External Regulator" in "1994", and demanded, that any truck or Car with

the internal Regulator "1984-1996", was to also change the pig tail to the alternator, everytime a Alternator was L & K.

But Ford has choice, just like many other times to ignore Customers, who claim unusual problems, & any alternator catching fire.

Ford, is more than aware, that Cars & trucks between "1984-1996", have alternators that catch on fire.

Ford knew & knows, that this defect, & ignoring that facts, allow, not only Customers of their, to be in life threatening danger, their families, friends, other Cars around them, houses, animals and so on, but also strangers, buildings near by, with people inside, and so on.

I said on 12-02-03, this can not be ignored. Not only do I want the \$205.00 + Addl Costs to pay it off, & rid me of that alternator, but still have transportation at Ford's Costs, & already for fear, constant fear. But also hold Ford totally, & in part responsible for every Car & truck from "1984" through "1996" with this alternator, that was out there, and those Cars & trucks of those years still out there.

I had a "1985" Car of same type, but External Regulator, not Internal.

And had no problems, but the "1987",  
had alternator changed one year after  
R&K, and then caught fire. 2003

I fear all the time, so does  
Robin, for herself, for me, anyone  
else & anything else.

I bought a Fire-Extinguisher  
for the car, but it does not mean  
I or anyone will get to the alternator  
in time.

My repair paper, has "Caught on Fire"  
I have receipt for Fire-Extinguisher &  
so on.

I am filing a complaint for myself  
and anyone else, I ask for a Settlement,  
I agree upon, but most of all that  
action be taken against Ford Motor  
Co. because they knew and know the  
defect and that they catch fire for years,  
"84-96".

From, [REDACTED]

CC: Atty Gen. B.B.B., C.A., Washington, NHTSA,



Consumer Affairs

PO Box 6848, MD 3NE-B  
Dearborn, MI 48126 USA

Sent Via U.S. Mail

December 12, 2003



RE: 1987 Lincoln Town Car  
VIN: 1LNBM82F8[REDACTED]

Dear Mr. Bliss:

This letter is in response to your correspondence regarding your request for assistance with repairs to your vehicle beyond the warranty period.

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. We regret not being able to assist you further; our review indicates that the previous determination is appropriate. Therefore, we will not make any adjustments or revisions to our earlier decision.

Thank you for the opportunity to consider your request.

Respectfully yours,



Jeff Schwagle  
Consumer Affairs

108-001  
July: 1976 PA 321  
Audience: Voluntary  
Fee: None



*My copy sent 12-10-02*  
Please forward to  
Attorney General's Office  
MICHIGAN DEPARTMENT OF ATTORNEY GENERAL

### CONSUMER COMPLAINT/INQUIRY FORM

**Please be aware of the following:**

- Complaints and inquiries become public records when they are submitted to the Attorney General's office, and under the Michigan Freedom of Information Act, copies may be subject to disclosure to anyone who asks for them.
- A copy of the complaint may be sent to the business against whom the complaint is issued. An accurate company Fax number will expedite processing.
- A copy of the complaint may be sent to other governmental agencies.
- Please be particularly cautious with information containing your Social Security number, credit card account numbers, etc. for security purposes. If you believe it is necessary to submit such information, you should mail that information and the corresponding complaint.

**Consumer Information**

Your Last Name: [REDACTED]  
Your Street Address: [REDACTED] City: Monroe  
Your State: Michigan Zip Code: [REDACTED]  
Your County: Monroe  
Your Home Phone: [REDACTED] Work Phone: N/A  
Fax Number: N/A E-mail Address: N/A

**Primary Company or Person Your Complaint is About**

Company Name: FORD Motor Co.  
Street Address: 16800 Executive Plaza City: Dearborn  
State: DR, Michigan Zip Code: 48121  
County: Wayne Phone: 1-800-392-3673  
Fax Number: Unknown E-mail Address: Unknown  
Website Address: Unknown

Secondary Company or Person Your Complaint Is About

Company: Name: Jeff Schwagle / Legal Dept. Consumer Affairs  
Street Address: P.O. Box 6248 HD 3NE-8 city: Dearborn  
State: Michigan Zip Code: 48126 USA  
Phone: Called US - No Dist on Schwagle letter. try / -800 392 362  
Fax Number: Unknown E-mail Address: Unknown *at Jeff mess for him to call back*  
Web Site Address: Unknown

Complaint Information

Is Your Complaint About A Bill? Yes  No  R.D.

If So, Please Provide A Copy.

Approximate Monetary Value: \$ 205.05 + diff alternate a car, 6,000\$

Did You Sign A Contract?: Yes  No

Where Did You Sign This Contract: \_\_\_\_\_

Is A Court Action Pending?: Yes  No

Do You Have An Attorney Representing You On This Matter?: Yes  No

Motor Vehicle Warranty Complaint Information

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's Bureau of Automotive Regulation: Atty. Gen. said they would take this case on Dec-03-03.  
1-800-292-4264.

Vehicle Make, Model and Year: Lincoln Town Car 1987

VIN No: 1LUBM82F8H [Redacted]

Complaint Detail/Inquiry Information

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. Use additional sheets if necessary.

On Dec-01-2003 the Car was parked and engine off, about 14 miles away from residence, when

and other's saw smoke bellow-out from <sup>2</sup>.  
under my hood. I popped the hood, we saw  
flames coming out of the alternator, one  
of the men had a Fire-extinguisher, put flames  
out disconnected alternator, came to my own  
mechanic, by my address, on the battery, I  
started to learn, that this alternator, was  
defective in design, and there's been many  
that catch fire from "84-96". I called  
Ford Motor Co. then a Jeff called, saying  
he was from FORDS legal dept. I would  
get no help, because Car was not under  
warranty, or Alternator replaced 1yr ago.  
Even though the alternator had a defective  
design, causing fires to occur. I could get  
no help or speak of a recall.

Please read, Letter sent to Jeff  
Schwagle dated 12-09-03.

When I found out with-in 1hr after  
First call from Jeff, that <sup>(5)</sup> trucks-95-96, &  
another truck #6 had fires and Ford would do  
nothing. I called FORDS-1-800-392-3673, asked  
if they would have Jeff from legal Dept.  
call me back. Jeff called back, I told  
him of the trucks, my great fears, of it  
happening again, but Jeff again would not  
HELP WITH COSTS, RECITL, ANYTHING

RAB

Complaint / Inquiry information

I Am asking for all costs incurred until Repairs payed off. Also that Ford pays for a alternator, that is not same type and REX Costs, or buy a Reliable good used Car, of same sz. & features as mine, pay for any increases in Car Ins. and tag over what I pay for one year. Also pay all tax fees & any others, I would not have had with mine, that I've already paid.

I ask that a class action law suit and a action be taken against Ford and any other parties associated with the Car/trucks and alternators defect design, and manufacture of such.

Based on the facts, that Ford motor Co. knew from the start in "1984 through "96", that the design was defective, causing numerous problems, which included the alternators catching fire, whether car was running or not running. And refused from 1984 to date Dec-2003 to have a recall on the alternators. Also knowing there is still unlimited danger of harm, loss of life, property of everyone, whether Car is running or not. That they have continued to hide, that they had and have this knowledge.

Please see other letters and documents enclosed.

RFB

Ford Motor Co.  
Defective design  
Alternator catch fire

Dear (name was added)

12-10-03

I am writing concerning a Ford Motor Co. alternator that caught fire, inside, when engine was off. I understand that Ford went from a external Regulator to a internal Regulator in 1984. Through "1996", Ford knew, cars & trucks, from 1984- through "1996" had unusual alternator problems, including catching on fire. 1997, Ford went back to external Regulator, due to the serious repeated problems with the internal Regulator. Ford, only demanded that the piggy tail to Alternator, must be changed everytime one of these alternators was R&R. The general public and owners of these defective design alternators, cars & trucks, had no knowledge of possiability alternator could catch fire, even if car was not running.

My Car, is a Lincoln Town Car "1987",  
VIN# 1LNBM92F8H [redacted] with one of these defective design Alternator, that caught on fire!!

On Dec. 01-03, a friend had asked me, to follow him, to his mechanic, 14 miles, away. I did, we arrived, I parked behind my friends Car, & turned the engine off. We & mechanic were with friends Car, when we all started smelling a burning smell. We all thought at first, it was my friends car, because he had a belt problem. One of his mechanics looks up, and sees, smoke bellowing out from under my hood. I pop hood, and mechanic

→

puts alternator fire out, that had flames all around the inside. Alternator was disconnected (not really one left) and I brought my friend and I back to my mechanic near my resident on the battery. It was day light, & I had a good battery.

My mechanic's place was getting ready to close, it was almost 6:00 P.M., E.S.T.

Had to track down friend's wife, because I no longer could get my friend home, nor myself then.

I started to find out, that Dec-01-03, that there was more to a alternator just catching fire.

On Dec-02-03, I call Ford's Motor Co. line 1-800-392-3673. I was told someone would call me back. A Jeff Schwagle called, he stated he was from Ford's legal Dept. and there was nothing Ford could or would do. The car wasn't under warranty, or the part. Jeff was informed of only Mi. No fault etc. Please read letter to Jeff, enclosed. (12-09-03)

After 1<sup>st</sup> call with Jeff, I found out about the defective design, that just 6 other trucks/cars caught fire (in 1 hr) they were 95 & 96's. With same alternator as mine, I called the 800#, and it was asked that Jeff from legal Dept. that had called me, please call back

Jeff, called back, he was given this information, but still refused any help with Costs of R.R. Buy a much higher priced alternator so I did not have to have another defective alternator put on. (which I had to). And there needed to be a recall. This is serious, dangerous, life & property can, could be less, and not just for owner of car or truck. And can catch fire, after engine has been turned off even.

Then Ford knowing since 1984 & still this has, is, & will happen repeatedly.

Please read the letter enclosed, written to Jeff Schwagle, to explain more details, what I want from Ford, and why? I do ask for a recall. Please forward to any other depts. that could help. I may have missed on my list to write.

Enclosed also is a letter from Jeff Schwagle dated Dec-02-03, the day, we spoke twice, over the phone. I noted, the heading is Consumers Affairs (for Ford) Mr. Schwagle over phone claimed to be from Ford's Legal Dept.

As stated in 12-09-03 letter to Jeff there clearly was no reason to →

send his Dec-02-03 letter to me.  
He knew, only "Mi. No Fault", disabled,  
24-7 pain, very low fixed income.

I am 60 years old, almost  
61. This is the first time I ever  
contacted a Car Co. about anything,  
under warranty, not under warranty &  
so on.

My Father who has same name,  
did in the early 60's on a Chevy Car,  
they had. But I never have.

This is more than service,  
God was with me, but he may be  
busy next time, since I had to Costi  
wise put same type defective design  
Alternator on car.

I want Ford to pay all Costi  
(on 3 years old cars) to bill + interest, postage  
Copy M.O. M.O. fees, so on till pd. off.

Either pay the costi for alternator  
not of same, or give a used Car, +  
all Costi for one year, same sz, same  
type features, but not same Alternator.

I want Ford to do a recall,  
I should not have had a car left on  
Dec-01-03. If you don't believe in God, Angels,  
or God & Angels using humans to help  
do the work, you would on Dec-01-03.



**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).**