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May 5-2005

Mr. Michael Jordan
Safety Defects Program Asst.
Correspondence Research Div.
Office of Defects Investigation
400 7th St. SW
Washington - DC

SECOND
REQUEST
LETTER

Dear Mr. Jordan-

I wrote you a lengthy letter on or about February 13-2005 about a matter concerning my car a 1998 Ford Contour.

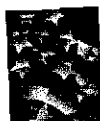
The car was in my driveway with a flat tire. At the repair (shop) shop mechanic said it was the fault of a front coil spring fracture. The suspension system is faulty.

As I understand these cars were recalled for this reason. The National Highway Assoc. complained that many of these Ford Contours had accidents on the highway for this faulty suspension system.

I only have 37,000 miles on my car and the repair was \$700.

I am asking you to be in touch with Ford Company, I would like a refund of this money. I am a Senior with fixed income + \$700 is a large bill for me for a repair.

Please be in touch with me, I have waited a month + a half for a reply from you.



Middlebury, CT

Michael
5/24/05