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January 22, 2005

Ford Customer Relationship Center
P.O. Box 6248
Dearborn, Michigan 48121

EXECUTIVE SECRETARIAT

2005 FEB 23 P 5:37

NATIONAL HIGHWAY
TRAFFIC SAFETY

To Whom It May Concern:

This is the second letter sent to your office concerning my 1995 Ford Taurus Vehicle ID # 1FALP584XSA [REDACTED] the first one dated February 17, 2003. A letter dated December 2001 was sent to me stating there was a SAFETY RECALL PROGRAM 01S30 recalling the engine cooling fan assembly and installing a circuit breaker. (Copy of letter enclosed)

The vehicle was in storage until June 11, 2002 when it was taken to Ferman Ford for repair. I was out of state working when I received the notice. According to the notice if the vehicle already had 100,000 miles this coverage would last until June 30, 2002. Copy of Invoice NO. FOCS137908 enclosed. Ferman did replace the motor and fan assembly but never installed a circuit breaker which I did not know until later. It was my understanding Ferman repaired all the recalls needed. Ferman found a leak in the radiator but did not have a radiator to replace it. The Taurus was taken directly to a radiator shop on June 14, 2002 and was replaced with a new one. On June 28, 2002 my daughter used the Taurus to return to Louisiana. My granddaughter was in an accident and had to be placed in a body cast. My daughter's car was not sufficient enough to transport my grandchild so my daughter borrowed the Taurus. My daughter got within 30 miles of her destination and the car overheated leaving her stranded on the interstate. I immediately contacted Ferman Ford. My daughter had a shop look at the Taurus and was told it had a blown head gasket and possibly a cracked head due to the fan motor not working properly. On July 3, 2002 Ferman Ford printed me a copy of an Oasis Report (enclosed) where they performed the repair of the motor and fan assembly. On July 10, 2002 I rented a car dolly, drove to Louisiana and returned the Taurus to Ferman Ford's shop. Ferman informed me the car had a blown head gasket and possibly a cracked head from over heating. I told them I felt this was their responsibility. They told me there was nothing they could do. I did not have the copy of the oasis report with me at the time and did not realize there was a recall 00M09 until later. I feel Ferman Ford was responsible for the repair of my vehicle because they were aware of the recall at the time of the incident. I was due to be in Wilkesville, Ohio (1,000 miles away) on July 13, 2002 and was not able to follow up on this before I left. Arrangements were made to have the Taurus stored until I returned from Ohio in March of 2003. I wrote my first letter to your office on February 17, 2003 in which was turned over to Mr. Jonathan E. Grimm in your executive office. I spoke to Mr. Grimm on April 1, 2003 @ 12:15 P.M. Re # 572380593. Mr. Grimm was told by Ferman Ford that the fan motor did not cause the car to over heat. I feel Mr. Grimm does not know the mechanics of a vehicle and this investigation was unfounded. The Taurus was then repaired at my cost. I was informed to save all receipts in case future problems occur which brings us to this letter.

I have received several letters from Ford dated September 2002, March 2003, April 2004 stating SAFETY RECALL PROGRAM 01S30 the cooling fan circuit breaker needed to be replaced. I did not realize until recently that on the Oasis report Ferman Ford printed on July 3, 2002 the engine cooling fan circuit breaker 01S30, which is the reason I brought the Taurus in

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to begin with (clearly stated on the invoice dated June 14, 2002), were completely different recalls than what they replaced being 01M09 motor and fan assembly. Nor did I notice the Recall for 00M09 - 3.8L engine head gaskets needing repaired in which Ferman Ford denied there was a problem on July 10, 2002. On December 1, 2003 I again returned the Taurus to Ferman Ford stating the fan was still making noise. They again informed me the fan was working properly. On October 27, 2004 I again returned the Taurus to Smith-Schaffer Ford - formerly Ferman Ford. Invoice # 2839 where they found the fan motor and the circuit breaker not working properly. They replaced both parts. November 4, 2004 I again returned to Smith-Schaffer Ford and told them the fan was still not working properly Invoice # 2926. They denied the problem. December 2004 I made a 50 mile trip and the Taurus over heated. The fan was not working properly causing me to now replace the motor for the second time.

I believe this is clearly Ford Motor Company's fault due to incompetent work performed by Ford. I feel Ford Motor Company is responsible for the repair of my vehicle and would like to hear from your office within a reasonable amount of time. I would also like to note that my husband and I are devoted Ford owners, we also own a F350 in which we have had no problems with. I love my Taurus and feel this is a very unfortunate reoccurring problem. I would like to see Ford live up to their word of Complete Satisfaction. I do not feel I am being unreasonable in asking this of your company. Thank you for your time and concern.

Sincerely,

[REDACTED]

P.S. You can reach me by phone:

Cell phone:

Cell phone:

Please feel free to contact me by mail at:

[REDACTED]

Zolfo Springs, FL [REDACTED]

Documents Enclosed



A.R. O'Neill
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

1995 Taurus

Vehicle ID #: 1FALP584XSA

0244

01S30/01M08

December, 2001

ZOLFO SPRINGS, FL



This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect that relates to motor vehicle safety exists in certain 1995 Taurus, Sable, and Mustang vehicles. In addition, we are extending the engine cooling fan warranty coverage.

We apologize for this situation and want to assure you that with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln Mercury dealers, is to provide you with the highest level of service and support possible.

SAFETY RECALL PROGRAM 01S30

What the issue is ... In some of the affected vehicles it is possible for the engine cooling fan bearing to seize. Should this occur, excessive heat may be generated which could melt the fan motor electrical connector. Under certain high temperature conditions, components inside the cooling fan motor may ignite potentially resulting in an underhood fire.

What Ford Motor Company and your dealer will do... Ford Motor Company will inspect the engine cooling fan assembly and install a circuit breaker. If the cooling fan is inoperative the fan and motor assembly will be replaced. Either action will be performed free of charge.

What we are asking you to do for the Safety Recall Program... Call your dealer without delay. If you do not already have a servicing dealer, please access www.dealerconnection.com for dealer addresses, maps, and driving instructions. Ask for a service date and whether parts are in stock for Safety Recall 01S30. If your dealer does not have the circuit breaker in stock, it can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. However, if you misplace this letter, your dealer will still do the work, free of charge.

CUSTOMER SATISFACTION PROGRAM 01M09

**Reason For This
Additional Coverage
Program...**

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty on the engine cooling fan motor to a total of 8 years or 100,000 miles from the warranty start date, whichever occurs first. This coverage is automatically transferred to subsequent owners at no charge.

If your vehicle already has more than 100,000 miles, this coverage will last until June 30, 2002.

This coverage exceeds the provisions of your car's original vehicle warranty coverage for this part.

**What Ford Motor
Company and your
dealer will do...**

If the engine cooling fan motor should fail within the terms of this program, your dealer will replace the fan motor assembly at no charge to you.

**What we are asking
you to do...**

Please keep this letter as a reminder. If you experience an engine cooling fan motor failure and your vehicle is within the indicated time/mileage limitations, contact your dealer for a service date. Your dealer will replace the cooling fan motor assembly at no charge to you.

**How long will either
program take?**

The time needed for either repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Need a free rental?...

In the rare case where a fan motor assembly must be ordered, and the repair is expected to take longer than one day, your dealer is authorized to provide a rental vehicle for up to three days at no charge (except for fuel and insurance) until repairs are completed.

**If you have already
paid for this
service ...**

If you paid to have this service done before the date of this letter, Ford is offering a refund. To receive the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you have changed
address or sold the
vehicle ...**

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about these programs.

If you have
concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call (888) 436-7332

Office Hours (Eastern Time Zone)

Monday through Friday: 8AM - 11PM

Saturday: 8AM - 8PM

Hearing impaired call (800) 232-2852. TDD for the hearing impaired.

Or you may contact us through the Internet at:
www.ownerconnection.com

Regarding Safety Recall 01S30, if you are still having trouble getting your vehicle repaired and without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Quality Care service
is there for you all
year long.

QualityCare
at your service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading consumer company providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs

Ford Motor Company

F. M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

0004615

0013

1995 Taurus
Vehicle ID#: 1FALP584XSA [REDACTED]

April, 2004

ZOLFO SPRINGS, FL [REDACTED]

Ford Motor Company is contacting you about a recall that is still not completed on your 1995 Taurus.

Vehicle Identification Number: 1FALP584XSA [REDACTED]

Recall Number and Description: 01S30 - Cooling Fan Circuit Breaker

What You Should Do:

Please return your Taurus to your Ford dealer for repair. This will be done free of charge. If you do not already have a servicing dealer, please access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

Service Assistance:

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Relationship Center, P.O. Box 6248, Dearborn, Michigan 48121, or (888) 438-7332 Monday through Friday: 8AM - 8PM; Saturday: 9AM - 5:30PM (Eastern Time Zone). Hearing Impaired: (800) 232-2952. TDD for the hearing impaired. Internet: www.ownerconnection.com

If you had this service performed recently, please disregard this notice.

We regret any inconvenience you may have, but we want you to have the service performed without delay. We value you as a loyal Ford Motor Company customer and we want you to have the continued satisfaction you are entitled to expect from your Taurus.

REMEMBER - THERE IS NO CHARGE FOR HAVING THIS CORRECTION MADE.

Sincerely,

Frank M. Ligon

Frank M. Ligon
Director
Service Engineering Operations

Ford Motor Company

March 27, 2003

[REDACTED]
Langsville, OH [REDACTED]

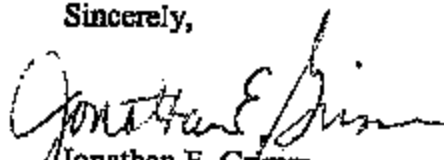
Dear Mr. [REDACTED]

Your recent inquiry addressed to [REDACTED] has been forwarded to our office for handling. Unfortunately, we have been unable to contact you by telephone.

Please feel free to contact our office at [REDACTED] between 8:30am and 5:00pm EST in order for your inquiry to be discussed in greater detail.

Thank you for the opportunity to review this matter for you. I look forward to hearing from you.

Sincerely,


Jonathan E. Grimm
Executive Offices
Ford Motor Company



Copy of Original Letter Sent.

Feb. 17, 2003

A. R. O'Neil
Ford Motor Company
P. O. Box 1904
Dearborn Michigan 48121

Ford Customer Relationship Center
P.O. Box 6248
Dearborn, Michigan, 48121

1995 Taurus

Vehicle ID # 1FALP584XSA [REDACTED] 01530/01409

[REDACTED]

Zolfo Springs FL, [REDACTED]

I First Received your Notice Dec 2001
My Taurus was Taken To Ferman Ford on
06/11/02 1401 Hwy 175. Wauchula, FL 33873
When First Receiving The Notice The car was
Unavailable to be taken in to The Shop.

According To The Notice; IF your Vehicle
Already has more Than 100,000 Miles, This
Coverage will Last untill JUNE 30, 2002.

Ferman Ford Service Dept. Repaired Taurus
And Finding A Leak in Radiator Seam. Ferman
Did Not Have A Radiator. The Taurus was Taken
To A Radiator Shop And The Radiator was Replaced
With a New One.

ON THE 28TH OF JUNE MY DAUGHTERS
HAD TO USE THE TAURUS TO RETURN TO LOUISIANA
DUE TO AN ACCIDENT OF MY GRANDDAUGHTER. THERE
FOR HER CAR WAS NOT LARGE ENOUGH TO TRANSPORT
MY GRANDDAUGHTER IN A BODY CAST. MY DAUGHTERS
GOT WITHIN 30 MILES OF THEIR DESTINATION
THE CAR OVERHEATED, MAKING IT TO A PLACE
THEY COULD CALL FOR HELP. I TOLD THEM TO HAVE
THE CAR TRANSPORTED AND STORED UNTILL I COULD
COME AND GET THE CAR. THEY DID GET A PERSON
TO LOOK AT THE TAURUS IT HAD OR HAS A BLODED
HEAD GASKET DUE TO THE MOTOR OVERHEATING
DUE TO THE FAN MOTOR NOT WORKING PROPERLY.
YOU ARE TALKING ABOUT OUTSIDE TEMP OF 95°
AT THIS TIME. THE CAR HAD JUST BEEN REPAIRED
AT FERMAN FORD THE RADIATOR WAS NEW. THERE
WAS NO REASON FOR THIS TO HAPPEN EXCEPT THE
COOLING FAN CIRCUIT BREAKER WAS BAD.

I CONTACTED FERMAN FORD ABOUT THE TAURUS
RENTED A CAR DOLLY WENT TO LOUISIANA AND
BROUGHT THE TAURUS TO FERMAN'S SHOP ON JULY 10, 2002
I WAS TOLD THAT THE TAURUS HAD A BLOWN HEAD GASKET
POSSIBLE CRACKED HEAD.

I TOLD THEM THAT I FELT THAT THIS WAS

Their Responsibility, Not having my Notice That was sent to me by your office, When I was told That the warranty has already Ran out and They propley would Not get paid For the work already preformed.

I Ran out of time to TAKE CARE OF This problem. I work Construction For Zachry Con. And This Job is in Wilkesville, Ohio. 1,000 Miles Away Working 7 DAYS A Week 10hr. A DAY. Start DATE July 13, 2002.

I MADE arrangements with a Friend To Rent a Dolly AND Store the Taurus in his Shop.

I TALKED to the Shop Foreman at Ferman's AND he SAID his hands were tied. I Do Not Believe This. I Now AFTER Finding The paper sent to me by your office. AND RECIIVING 5 other Notices That This has not BEEN Repaired From Ferman. I Want my Taurus Repaired By Ford. Weather it be New heads or a New motor.

Not Know Where to send this letter I Will send a Copy to:

Ford Customer Relationship Center
P.O. Box 6248

Dearborn, Michigan 48121

3 OF 4

Copy To: FM Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

IF I CAN NOT get my Taurus Fixed
I Will then Contact:

Administrator
National Highway Traffic Safety Admin
400 Seventh Street
S.W. Washington DC 20590

You may have trouble getting in touch
with me at [REDACTED] I will
be returning to Florida with-in the
months. These are # you may leave a
messages: [REDACTED]

or mail: [REDACTED]

Langs Ville, Ohio [REDACTED]

or mail: [REDACTED]

Lolfo Springs, FL [REDACTED]

Thank You
[REDACTED]

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).