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FRAMME LAW FIRM

2005 MAR -7 AM 12: 28

February 18, 2005

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OFFICE OF
DEFECTS INVESTIGATION

Ford Motor Customer Relations
P.O. Box 6248
Dearborn, MI 48126

Re: 2002 Ford Explorer
Our Client:
Our File: 269993

Dear Sir or Madam:

has requested our firm's assistance regarding the above referenced matter.

has advised me that there was a recall (04S20) on the aforementioned vehicle. Upon receiving notice of the recall, took his vehicle to the dealership and had the struts and brackets replace as necessitated by the recall. However, the dealership advised Mr. Broce that the recall did not cover the repair of the cracked panel to which the rear glass was mounted. As a result, was required to pay \$253.77 in order to repair the cracked panel and replace the rear lift glass. Enclosed for your review is a copy of the service invoice.

As such, on behalf of demand is hereby made that you reimburse for the cost of repairing the cracked panel and replacing the glass, as it was a serious safety defect, apparently caused by inadequate struts and mounting brackets. Within 15 days of receiving this letter, you are instructed to forward payment in the sum of \$253.77 directly to at the address below. Thank you for your prompt attention to this matter. looks forward to your immediate compliance.

Sincerely yours,

Kimberly Bolinskey
Kimberly Bolinskey

Enclosure

NAC
668
3/8/05

CC:

Richmond, VA

National Highway Traffic Safety Administration
Office of Defect investigation
400 7th Street, SW
Washington, DC 20590

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).