



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2005 APR 26 AM 7:25

ELIOT SPITZER
Attorney General

REGIONAL OFFICE DIVISION
SUFFOLK REGIONAL OFFICE

April 13, 2005

10119325

Port Jefferson Station, NY

Re: Our File Number: 2005-481262
Subject: Ford Motor Co.

Dear

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,


Debra Siegler
Legal Assistant

cc: National Highway Traffic and Safety Administration ✓
400 7th Street SW
Washington, DC 20590

Gina Mucci
4/29/05

Port Jefferson Station, NY

RECEIVED
NYS OFFICE OF THE ATTORNEY GENERAL
MAR 7 2005

March 2, 2005

SUFFOLK CO. OFFICE

Customer Relationship Center
Ford Motor Company
PO Box 6248
Dearborn, MI 48126

To Whom it May Concern:

Re: 2004 Thunderbird Customer Satisfaction Program #04B22

In January of this year I received the attached Program information regarding my 2004 Ford Thunderbird. The issue is that the vehicle was filled at the assembly plant with transmission fluid formulation that, over time may cause delayed/harsh reverse engagements.

Ford is acknowledging a transmission problem as is stated in the attached letter. This car is a classic automobile which we plan on holding onto for a long time, unlike our other vehicles which we keep no longer than four years.

My question is what happens down the line when the Thunderbird is 5, 10, 15, 20 years old and the warranty on the transmission is no longer in effect and the transmission fails?

Why wasn't the incorrect transmission fluid fully drained from the system and replaced with the proper transmission fluid instead of just putting in an additive? I want it on record that I am not pleased with the way this recall was handled. Ford should extend the warranty on the transmission for as long as I own the car and be responsible for any and all transmission repairs.

Please respond to this inquiry as soon as possible Looking forward to your reply, I remain

Enclosure

cc: New York State Attorney General ✓
Attorney General State of Florida



F. M. Ugon
Ford Motor Company
P.O. Box 1804
Dearborn, Michigan 48121

F0435488

1533



2004 Thunderbird
Vehicle ID #: 1FAHP60A84

04B22

January 2005

HUDSON, FL

TIME IS LIMITED - PROGRAM ENDS MARCH 31, 2005 REGARDLESS OF MILEAGE

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 04B22), to owners of all 2004 and certain 2005 vehicles equipped with 5R55S, 5R55E, or 5R44E automatic transmissions.

What is the issue?

Your vehicle was filled at the assembly plant with transmission fluid formulation that, over time, may cause delayed/harsh reverse engagements.

What will Ford and your dealer do?

In the interest of customer satisfaction, Ford Motor Company and your dealer will repair your vehicle free of charge under the terms of this program. Your dealer will install a bottle of 5R55S/E & 5R44E transmission fluid additive to correct the formulation of the transmission fluid and maintain shift performance of your transmission.

This Customer Satisfaction Program will be in effect until March 31, 2005, regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take?

The time needed for this 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.

What are we asking you to do?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 04B22. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access <http://www.genuinefordservice.com> for dealer addresses, maps, and driving instructions.

**Have you changed
your address or sold
the vehicle?**

If you have, 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 this program.

**Can we assist you
further?**

If you have difficulty 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 or Lincoln Customer Relationship Center and one of our representatives will be happy to assist you.

Ford Customers: Call 1-866-436-7332. For the hearing impaired call 1-800-232-5952 (TDD).

Lincoln Customers: Call 1-800-521-4140. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours: (Eastern Time Zone)

Monday – Friday: 8AM – 8PM

Saturday: 9AM – 5:30PM

If you wish to contact us through the Internet, our address is:
www.ownerconnection.com

Thank you for your attention to this important matter.

Sincerely,



Frank M. Ligon
Director
Service Engineering Operations