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APR 27

2 April 2005
3127 Capelaw Court
San Jose, Ca 95135

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O Box 6248
Dearborn, Michigan 48121

10120374

Reference: 2001 Ford Cobra VIN 1FAFP47V71F254498
California License Plate # [REDACTED] Current Mileage 33,290 miles

Dear Ford Representative,

On March 28, 2005 I was involved in a very minor accident during which, at a forward travel rate of one to two miles per hour, my 2001 Ford Cobra front bumper made contact with another vehicle and both internal air bags (driver and passenger) activated. There was no visible damage, dents, or paint scrapes to the front bumper location of impact. For reasons expressed below, the airbags should not have deployed at this rate of motion and, in view of this, I respectfully request that Ford authorize replacement of the airbags at no cost.

As a point of reference, the National Highway Traffic Safety Administration (NHTSA) website information @ safercar.gov states "Frontal air bags are generally designed to deploy in "moderate to severe" frontal or near-frontal crashes, that is, crashes that are equivalent to hitting a solid, fixed barrier at 8 to 14 mph or higher. This would be equivalent to striking a parked car of similar size at about 16 to 28 mph or higher."

On March 29, 2005 I drove the Cobra to a local Ford Dealer located at:

Peninsula Ford
650 E El Camino Real
Sunnyvale, Ca 94087
Service Advisor: Joe Kidwell (408) 522-0200 or 522-0291

I informed Mr. Kidwell what happened and that considering the rate of travel and the NHSTA guidelines, I believed the airbags or sensors that activated them or both were likely defective in order to cause the airbags to deploy under such minor impact circumstance. Mr. Kidwell inspected the car and took digital photos of the front bumper as verification that there was no damage. He agreed that there was no apparent reason that the airbags should have deployed and that he would contact the appropriate Ford agency to obtain agreement to replace the airbags at no cost.

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AGF
5/2/05

On March 30, 2005 I returned to Peninsula Ford and Mr. Kidwell stated that Ford had denied my request for airbag replacement at no cost. He further stated that prior (2 August 2004) repairs for rear end damage may have caused the sensors to be improperly set and suggested that I contact the Ford dealership (Magnussen Fremont Ford, 39700 Balentine Drive, Fremont, Ca 94560 ph(510) 360-7166 that made the repairs. I contacted the Magnussen service department and was informed that the computer resets the sensors each time the car is started, hence their prior repairs would not be relevant. The service rep (Bill-I did not get last name) also stated that he had seen many cases of air bag deployment for no apparent reason—a disturbing comment.

Since the airbags did in fact inadvertently deploy at a rate of forward motion (nearly stopped) and considerably less than the NHTSA guideline, I request that Ford reconsider my request and authorize Peninsula Ford to replace the airbags at no cost.

Your prompt review and approval of this request is appreciated as I would like to have this airbag installation safety feature taken care of as soon as possible. Should you require any other information, please call me at work (408)742-7800 or home [REDACTED]
You may also email me at [REDACTED]

Sincerely,

[REDACTED]

Cc:
NHSTA
U.S. Department of Transportation
400 Seventh Street
Washington D.C. 20590