

May 28, 2004

Ford Motor Company
Mr. Frank M Ligon
Director Service Operations
P.O. Box 1904
Dearborn, Michigan 48121

Ford Customer Relationship Center
888 436 7332

copy
National Highway Traffic Safety Administration
400 Seventh St, S.W.
Washington, DC 20590
888-327-4236

1012475

CSI#

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Add to
10124275
6/08

Dear Mr. Ligon,

This is our second letter related to a faulty design for your ignition cylinder on the Ford Focus. After our initial repair was January, 2004. Now, the replacement part failed in May 2005 after only 10,816 miles.

This is real problem and a driving safety hazard, if the ignition key locks the wheel during driving!

Please refund my \$374.47 costs to repair this part. You should recall these parts and take proper action and sound judgment before people are injured.

The service staff and managed at Cross Roads Ford, strongly agree that this part has a high failure rate and there is a manufacturing issue. Please survey your own Ford service managers and get their opinions.

I await your response.

Regards,

Apex, NC,

A copy of original letter on February 20th is enclosed, along with recent invoice of \$374.47.

Answered
6/22/05