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May 26, 2004

CERTIFIED - RETURN RECEIPT REQUESTED

FORD MOTOR COMPANY
Customer Assistance Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

Re: 2000 Ford Expedition automobile
VIN# 1FMRU1567YL [REDACTED]

Gentlemen:

This firm has been retained by [REDACTED], who as a permissible driver of the above-referred automobile owned by [REDACTED] was involved in a single car accident on January 27, 2005. The vehicle my client was driving had a head-on collision with a light pole in Memphis, Tennessee. The air bags failed to deploy as they were intended. [REDACTED] suffered injuries to her right eye and teeth. These injuries, we feel, would have been avoided if the air bags had properly functioned. Please have your representative contact me upon receipt of this letter.

Thank you in advance for your cooperation.

Very truly yours,

Reed L. Malkin

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RLM:bb

cc: NHTSA
U.S. Dept. of Transportation
400 Seventh Street
Washington, D.C. 20590

NAP
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6/2/05