

February 20, 2004

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

Ford Customer Relationship Center
866 436 7332

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

Dear Mr. Frank Ligon:

I am the owner of a 2001 Ford Focus, VIN 1FAFP33P01W At 38,000 miles, just 2000 above standard warranty, the ignition cylinder failed on Dec 29, 2003 The key was not able to turn the faulty ignition cylinder. This is a poorly engineered ignition cylinder. After discussing this problem with three locksmiths and the local Ford Service Center, I was informed that this is very common failure in the Ford Focus. The locksmiths had seen this issue multiple times. Additionally, the Service General Manager at CrossRoads Ford in Cary, NC, Mike Innerarity, and the Service Manager, Steve Albrecht, both stated that the part should be recalled, they had seen numerous failures and did not understand why Ford has not recall the part.

Repairs were made at Cross Roads Ford, 1680 Piney Plains rd, Cary, NC 27511 919-480-5820

My out of pocket costs to repair this defective Ford part are:

New Ignition Cylinder part	\$ 86.15	Invoice # FOC53495497 dated 01-03-04
Installation of Ignition Cylinder	\$191.68	
Service fee	\$ 20.00	
Towing fee	\$ 30.00	Barnes Auto and Towing
one-way airfare on Airtran	\$107.00	cost for my husband to fly from Atlanta back to Cary, NC and pick up the car.

Total costs are \$434.73 to repair this defective manufacture part on a Ford Focus that is 2 yrs and 4 months old

I am requesting that my expenses be refunded via check and mailed to my address. Thank you. I am also requesting that you strongly consider issuing a recall on this part based on the recommendations of Ford's service management and the amount of failures in the field.

Your response to this letter, will strongly influence my purchase decision on future Ford vehicles.

best regards,

previous address

Roswell, Ga

Apex, NC

Sherron
6/29/05