



U.S. Department of Justice
Office of Consumer Litigation
Civil Division
Washington, DC 20530

August 9, 2005

E. Wareham, MA

10135585

Re: Complaint to Ford Motor Company

Dear Mr. [REDACTED]

This letter is in reply to your correspondence to the Attorney General which was referred to this Office for consideration and response. Your letter concerns your 2002 Ford Focus, which you claim had a mechanical failure. In your letter, you claim that you have contacted the Ford Motor Company to request a full refund for the repair of your Ford Focus's right front coil spring, as well as a request that Ford inform its customers of the potential dangers associated with a mechanical failure of this nature. To date, you indicate in your letter that you have not received a response from Ford regarding this matter.

Since your inquiry raises a matter that may involve automotive safety, I am forwarding a copy to the National Highway Traffic Safety Administration (NHTSA), at the address shown below, for consideration. NHTSA is the federal agency that investigates reports of safety related defects and substantial equipment failures and enforces laws requiring recalls and remedies in appropriate circumstances. While NHTSA tries to help every consumer, it cannot investigate each complaint. Before a formal investigation or recall is ordered by NHTSA, there must be evidence that the reported problem poses a safety risk and is a problem common to a group of vehicles or items of equipment.

I hope that agency will be able to assist you in some way. Thank you for contacting the Department of Justice.

Sincerely yours,

Kenneth L. Jost
Assistant Director
Office of Consumer Litigation
Civil Division

By: Kevin Lowell
Consumer Affairs Specialist

Margaret
9/22/05

cc: National Highway Traffic Safety Administration Hotline
U.S. Department of Transportation
400 7th Street, SW
Washington, DC 20590
Toll free: 1-888-327-4236
www.nhtsa.dot.gov

July 28 2005

847228
⑦
U.S. Department of Justice
950 Pennsylvania Avenue, NW
Washington, DC 20530-0001

Civil/C2

RE: Complaint to Ford Motor Company/Demand for Reimbursement/Demand For Re-Call

Dear USDOJ/Attorney Generals Office

Recently my wife and I experienced a mechanical failure with our 2002 Ford Focus while far away from home on vacation.

Fortunately this failure occurred within minutes of a registered repair facility. Upon inspection of our vehicle by the manager we were informed that this failure was quite common in our particular model so common in fact that the Ford Motor Company had issued what they term to be a "Technical Service Bulletin".

We were then informed by the manager of stated repair facility that this mechanical failure could not only have caused much more serious damage to our vehicle should we have continued on our long journey home but could have resulted in serious injuries including fatalities.

Needless-to-say we were quite upset that such a mechanical failure having the potential of such serious results was only issued a mere "Technical Service Bulletin". Even more upset are we to believe that the Ford Motor Company appears to be waiting for a fatality to occur before issuing a full recall on the mechanical failure.

More than three(3) weeks have passed since we contacted the Ford Motor Company not only demanding a full refund of our repair cost but demanding that it's customers be informed of the potential dangers regarding such a mechanical failure. To date we have not so much as received a letter from Ford Motor Company regarding this matter.

Your assistance in the matter is greatly appreciated as we are quite concerned for the safety of other owners of this particular Ford Motor Company product.

We have retained copies of all the letters we have sent to Ford Motor Company along with letters sent to certain media agencies for future reference and am more than willing to share them with your office upon request.

Again your assistance is greatly appreciated.

Sincerely

[Redacted Signature]
E Wareham MA

E-mail [Redacted]

Enclosures

RJB

CON-08086
Ken/KC

July 5 2005

Ford Motor Company
Customer Relationship Center
P.O.Box 6248
Dearborn, Michigan 48126

RE: 2002 Ford Focus(see below for owner)

Dear Ford Motor Company

I am writing regarding a mechanical failure experienced by my wife and I on Thursday 30 June 2005 while approximately 500 miles from our home that could have ultimately caused us extreme harm possibly resulting in a fatality or further damage to our vehicle.

Without warning of any kind or an obvious road hazard the right front coil spring of our Ford Focus broke. Fortunately we were within a few miles of a Monro Muffler/Brake Service Center in West Amherst New York.

Upon inspection of the vehicle by the manager of said Service Center it was apparent that a coil spring had broken. Further adding insult to injury the manager explained that this was a common problem with our particular model also stating that he recently received what he termed a "Technical Service Bulletin".

In continuing to discuss this matter with the manager I am truly led to believe this failure of the coil spring could have been extremely dangerous to our well-being to where an outright recall should have been issued instead of a mere "Technical Service Bulletin". The thought of reaching highway speeds so far from home potentially causing severe damage and injury upsets us beyond belief.

Ford Motor Company may now consider this correspondence as a demand for full reimbursement of the costs incurred to my wife and I as stated within the receipt copy enclosed of repairs. I also at this time am considering legal action against your Company for the lack of proper notification to consumers which hopefully upon receipt of this letter is forthcoming.

Be further advised that should I not receive a response within a reasonable amount of time I will be in immediate contact with any agency including the media and an attorney for assistance in this matter.

Your considerations are appreciated.

Cordially



Enclosure

RJB



E Wareham MA

July 28 2005

Ford Motor Company
Customer Relationship Center
P.O.Box 6248
Dearborn, Michigan 48126

RE: 2002 Ford Focus(see below for owner)

Dear Ford Motor Company

More than three(3) weeks have passed since I wrote your office regarding a front coil spring break on our 2002 Ford Focus. To date I have not yet received so much as a response let alone the reimbursement for repairs we had demanded.

Be advised that we are now contacting several government and media agencies regarding this matter as a result of our experience. With hopes these agencies will see to it that other owners of this particular model of Ford will be notified of this potential danger that obviously the Ford Motor Company has no concern.

Enclosed please find a copy of a correspondence sent to the US Department Of Justice and the US Attorney Generals Office.

You can also be quite sure that we are contacting our attorney for legal advice with this matter. Furthermore we will now reconsider any future purchases of Ford Motor Company products.

Respectfully

[REDACTED]
E Wareham MA [REDACTED]

E-mail: [REDACTED]

RJB

[REDACTED]