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EXECUTIVE SECRETARIAT

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Baldwin, New York

NATIONAL GUARD
TRAFFIC DIVISION

FOURTH LETTER

December 19, 2005

Ford Motor Company
PO Box 6248
Dearborn, MI 48121

SUBJECT: Ford Failure to Provide Emergency Assistance
2003 Ford Focus
Problematic Ignition Key and Cylinder

Dear Frank M. Ligon, Director :

All I want is to be reimbursed for out-of-pocket expenses, \$414.33, in addition to cost incurred for an electronic key (\$150.00), and an owner's manual. I don't need apologies or explanations to pay for unnecessary costs.

To recapitulate my prior letter: After spending thousands of dollars on Extended Warranties and what not, I found myself without any help from Ford. The Ford Focus I purchased in April 2005, left me stranded without being able to turn the ignition key. I called Ford Able, Rockville Centre, for a tow truck and repair, only to be told that they don't tow. Checking on the internet, now I know that the faulty ignition key of Ford Focus is systematic, which I am requesting to be reimbursed for out-of-pocket expenses (see attached receipt for \$414.33) that should have been covered with my warranty. I also found out from other Ford Focus owners that this car tends to stall, and my car is already showing the early symptoms of this occurring. What kind of car is this? I am a professional, I can not miss meetings or lose time looking for payphones, or change, or be inconvenienced by uncooperative Ford representatives or worry when the next automotive failure will occur.

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In addition to all this, I never received an owner's manual, and the second "fancy" car key from Universal Ford Auto Group, Long Island City, which costs \$ 150 to obtain elsewhere. Universal is no longer servicing Fords.

Sincerely,

CC: Administrator National Highway Traffic Safety Administration
400 Seventh Street S.W. ✕
Washington, DC 20590 ✕

THE PORT AUTHORITY OF NY & NJ

John F. Kennedy International Airport

JFK Redevelopment

Jamaica, New York



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