

2006 MAR -3 AM 8:36

Seattle, WA

February 22, 2006

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering
Ford Motor Company
Fairlane Plaza South
330 Town Center Drive
Dearborn, MI 48126

RE: Customer Satisfaction Program # 03N01

Vehicle	2001 Ford Focus SE Wagon
Mileage	75,665 (at time of repair)
VIN	1FAFP3
Owner	

Dear [REDACTED]:

The purpose of this letter is, (1) to express my dissatisfaction with Ford Motor Company's Customer Satisfaction Program (CSP) 03N01, and (2) request that Ford Motor Company (Ford) reimburse me for the expenses I incurred repairing a mechanical defect to my vehicle that should have been covered by CSP 03N01.¹

About a month ago my car started to experience engine hesitation, loss of power and surging during acceleration and while maintaining speed. I researched the problem and discovered that Ford was recalling 1999-2001 Focuses that exhibited "engine hesitation, loss of power and surging" as the result of a contaminated Fuel Delivery Module (FDM).

I then called Bill Pierre Ford², my local Ford dealership, and asked about the recall. I was instructed to bring my car into their service shop. On February 14, 2006, I dropped my car off at Bill Pierre, explained the car's symptoms to the service advisor, and provided him with a copy CSP 03N01. Later that day, the service advisor called and informed me that my vehicle did not qualify for CSP 03N01 even though it exhibited all of the systems stated by Ford as indicative of a CSP 03N01 problem. Bill Pierre offered to replace the faulty FDM at my expense for around \$400; I declined. I then took the car to my regular mechanic who replaced the FDM - using a certified Ford replacement

¹ NHTSA Recall No. 03V-482

² 11525 Lake City Way NE, Seattle, WA 98126
(206) 364-2200

NAR
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part -- for \$321.03.³ After replacing the faulty FDM, my car runs fine and no longer hesitates, surges, stutters, or losses power during acceleration or while maintaining speed.

A January 2004 memo from Frank M. Ugon, Director of Ford's Service Engineering Operations, instructed all US Ford Dealers to automatically replace the FDM on any Focus manufactured at the Wayne, MI assembly plant from May 5, 1999 through June 13, 2001. The memo states that affected vehicles may experience, "stalling, engine hesitation, loss of power, surging, and other similar systems as a result of contamination of the fuel pump filters...Although the symptoms noted above can occur under a variety of driving conditions, they are most likely to occur when there is less than one-quarter tank of fuel and/or... while driving uphill." As stated above, my vehicle exhibited exactly these same symptoms and the symptoms were most pronounced when the fuel level was low and/or while driving uphill. The 2004 memo further states, "Dealers are to replace the FDM if the customer describes the above systems; no additional diagnostics are required."

After decoding my VIN, I discovered that my car was manufactured at the Wayne, MI assembly plant on August 24, 2001, two months and 10 days after the cutoff date for coverage under CSP 03N01. According to Ford's October 31, 2005 Safety Completion Report to the NHTSA, Ford has notified 529,525 Focus owners of CSP 03N01 and 178,068 of those vehicles have required new FDM; nearly 34%.

From these documents, it appears that Ford knew the FDM in 2001 Focuses built in Wayne, MI were faulty and would eventual clog, causing an engine stall. To avoid a mandatory NHTSA recall, Ford voluntarily instituted CSP 03N01 to correct the problem, but did not include all 2001 Focuses in that program. My 2001 Focus was built in Wayne, MI and exhibited all of the symptoms of a faulty FDM described in Ford's 2004 service memo. After I had the FDM replaced with a Ford reengineered part, all of the symptoms stopped and the car now runs fine.

Therefore, based on all of the above, I formally request that Ford reimburse me \$321.03 for the cost of having to replace the FDM on my own. Please inform me in writing by March 10, 2006, if Ford will reimburse me for this repair and on what date I can expect to receive a check.

If Ford will not reimburse me, please provide a detailed written statement by March 10, 2006, stating the reasons why Ford will not reimburse me. Please include in this statement all of Ford's reasons for excluding my 2001 Focus from CSP 03N01 even though most 2001 Focuses assembled in Wayne, MI were covered. If Ford intends to take the position that the FDM fault was correct as of June 13, 2001, please provide documentary evidence of the modification(s) Ford made to all FDM installed in Focuses after June 13, 2001, as well as documentation showing that my vehicle, assembled in Wayne, MI on August 24, 2001, received a different FDM than those recalled under CSP 03N01.

³ A copy of the repair invoice is attached.

Aside from the FDM issue described above, my wife and I have been relatively pleased with our Focus and Ford's customer service. I look forward to hearing from you as soon as possible regarding this issue. Please do not hesitate to contact me at the above address or phone number if you have any questions.

Very Truly Yours,

A large black rectangular redaction box covering the signature and name of the sender.

Enclosures

cc: George Person, Chief
Recall Management Division (NVS-215)
Office of Defects Investigation
National Highway Traffic Safety Administration
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Washington, DC 20590

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