

National HWY Traffic Safety Administration,
Office of Defects Investigation, NSA-10.01,
400 Seventh Street SW
Washington, D.C. 20590

2006 DEC 15 AM 9:10
Dec. 4, 2006

To Whom it May Concern;

101 77475

My wife and I purchased a 2004 Ford Focus on March 26, 2004 at TRI-COUNTY FORD LLC located at Mabank, TX. We were very pleased with all the features and performance of the vehicle until we started having transmission problems along with other problems. Attached is a copy of one letter sent to the Ford Dealer dated Sept. 27, 2006, a copy of two letters sent to Ford Motor Co. first one dated Oct. 2, 2006, the second dated Dec. 3, 2006 and a copy of a confirmation letter from Ford Motor co. dated Oct. 11, 2006 acknowledging the first letter I sent dated Oct. 2, 2006.

VEHICLE INFORMATION

Description:	2004 Focus
Body Style:	5 door ZX5
Engine:	2.3L 4V PZEV
Transmission:	4F27E Automatic
Axle Code:	JJ
Engine Calibration:	4AK1PZ04
Build Date:	10-21-03
Sale Date:	3-26-04
Sale Mileage:	00034
Build Location:	HERMOSILLO, MEXICO

I'm beginning to think that it's not safe to go on any long trips in this vehicle since it had to be towed twice to a Ford shop, once for the broken belt tensioner and again because of the second failed battery. It seems like you can't rely on quality parts and or workmanship anymore. If you have any suggestions about this vehicle, We well be happy to hear from you.

Sincerely,

[REDACTED]
Gun Barrel City, TX [REDACTED]
[REDACTED]

Mania
12/18/06

Regent Court Building
P.O. Box 6248 MD 3NE-B
Dearborn, MI 48126 USA

December 3, 2006

Dear [REDACTED]

After receiving your confirmation letter dated Oct. 11, 2006, I decided to send you an up-dated letter to include it with the one I sent you dated Oct. 2, 2006 (copy attached to compare with) to let you know the added problems that occurred since then.

DATE	PROBLEM	MILES	PLACE
10-25-06	Re-aligned Rt. front door, replaced door seal	33,488	Brinson Ford
10-25-06	Re-routed throttle cable (due to cable assy. binding)	33,488	Brinson Ford
11-13-06	Replaced both front wheel bearings (due to vibration)	35,576	Brinson Ford

With the above **Three** problems added to the past **Ten** problems (including the rust under the dash) gives a total of **Thirteen** problems that has happened within the **36,000 Mile Warranty**. Maybe its a good thing I do have Extended Warranty on this 2004 Ford Focus. If I knew then what I know now (spending all my costly time at the Ford shops) I wouldn't have purchased this vehicle.

Colleen, in your confirmation letter, your statement "**Thank you for sharing your thoughts with us.**" I really didn't **THINK** those problems up, its a true fact that they really occurred and they are all documented on the Ford Motor company Computer Program Data Base, **OASIS RESULT: VIN 3FAHP37Z44R [REDACTED]** under Repair History. That's where you'll find all the warranty work done on our 2004 Ford Focus.

Sincerely,

[REDACTED]

[REDACTED]

Gun Barrel City, TX [REDACTED]

Attachments; Letter dated Oct. 2, 2006

C/C to; National HWY Traffic Safety Administration,
Office of Defects Investigation, NSA-10.01,
400 Seventh Street SW
Washington, D.C. 20590



Consumer Affairs

Regent Court Building
PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

October 11, 2006

[REDACTED]
[REDACTED]
Gun Barrel City, TX [REDACTED]

Dear [REDACTED]

We appreciate the time you have taken to contact Ford Motor Company.

Feedback from our customers is important to us, and helps us to provide higher quality vehicles and improved service to our customers. We recognize that we must meet the needs of the buying public if we are to be successful in today's competitive market.

Your comments have been documented and forwarded directly to the proper area.

Thank you for sharing your thoughts with us.

Sincerely,

[REDACTED]

Ford Motor Company
Customer Relationship Center



Ford Motor Co.
P.O. Box 6248
Dearborn, MI 48126

Oct. 2, 2006

To Whom it May Concern;

Transaxle Shifting Problem:

The Trans jerky shifting started about the middle of April, 06. I decided to take our Ford Focus to Tri-County Ford LLC at 108 W. Mason St., Mabank, TX on June 26, 2006. The Manager [REDACTED] checked and tested the transaxle and didn't find any problems. The third day (June 28, 06) he had a transmission technician from the local area drive our Ford Focus and stated he couldn't find anything wrong with the shifting and further stated even if the transmission was replaced, you would still have the same problem. I wondered what problem he was referring to? On June 28, 2006 11:30 AM, the manager called and said the car was ready and they couldn't find anything wrong. I asked him "What about the jerky shifting"? he said "Get a second opinion". I picked up our Ford Focus at 12:15 PM, 6-28-06. I continued to drive it until Aug. 4, 06 when I was leaving the Mabank Post Office, turned right onto the main avenue, accelerated and the Trans didn't shift from 1st to 2nd until the engine revved up past 6000 RPM. That's when I decided to get a second opinion at Brinson Ford in Athens, TX. I was told to bring it in Aug. 9, 06 to have it checked out. The mechanic drove it and stated that there was a problem with one of the servo pistons. The Trans was repaired and ready to go on Aug. 11, 06 and the shifting operates smoothly thereafter.

Defective Parts Problem:

My wife, [REDACTED] and I have purchased many new vehicles for the past 50 years and we haven't had any problems occur during the warranty periods of those particular vehicles except the present 2004 Ford Focus. Those problems were as follows:

DATE	PROBLEM	MILES	PLACE
01-09-04	Replaced failed battery (2nd battery installed)	13	Tri-County Ford
04-20-05	Replaced left rear window motor assy.	12,585	Tri-County Ford
09-08-05	Replaced belt tensioner & belt	16,446	Brinson Ford
10-27-05	Replaced 3rd brake light lens w/nozzle	17,869	Tri-County Ford
01-05-06	Replaced Rt-side CV axle assy. (2nd assy. installed)	20,263	Tri-County Ford
07-27-06	Replaced failed battery (3rd battery installed)	28,500	Tri-County Ford
08-11-06	Replaced Trans 2-4 servo piston	29,227	Brinson Ford
09-19-06	Replaced Rt-side CV axle assy. (3rd assy. installed)	31384	Brinson Ford
09-27-06	Replaced positive cable assy. to the battery	32274	Brinson Ford

It seems that the above component parts installed in this vehicle was of poor quality parts or poor workmanship. If and when this vehicle is paid off (if it last that long), we'll have second thoughts about purchasing any new Ford products.

Rust Problem:

On Sept. 20, 2006 I was checking out some circuit breakers on the circuit breaker panel and noticed rust on all the metal parts under the dash. I further checked the metal parts around the glove compartment and it also has rust on it. I took the car in on Step. 29th to Brinson Ford in Athens TX to have them remove the rust. They tried to clean the rust off and failed do the fact that the rust is too deep into the metal to be removed. I don't understand how Ford Motor Co. would let this kind of a product pass Quality Control and then push it out the door and sell it to the public. Does this mean that when a person is in the market for a new car (Ford) he has to check everything under the dash and make sure that nothing is rusty?

Bottom Line:

Of all the Ford products we have purchased in the past, this is the worst vehicle that we currently own and probably will be the last.

[REDACTED]
[REDACTED]
Gun Barrel City, TX [REDACTED]
[REDACTED]

Tri-County Ford
108 W Mason
Mabank, TX 75147

Sept. 27, 2006

We received your "Special Test Market" notice and we're rejecting your offer do to the fact that we do not need your services now or in the future since we were treated unfairly, see the comments below for the reasons why.

COMMENT #1

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COMMENT #2

My wife, and I have purchased many new vehicles for the past 50 years and we haven't had any problems occur during the warranty periods of those particular vehicles except the present 2004 Ford Focus. Those problems were as follows:

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