

CL-10193162-945B

TO WHOM IT MAY CONCERN:

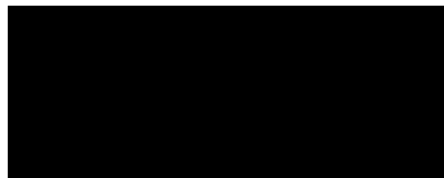
THE Highway Patrol Office thought I should send you these pictures and info.

I AM ALSO SENDING YOU A COPY OF THE LETTER I RECEIVED FROM FORD MOTOR CO. APRIL 20, 2007.

AS YOU CAN SEE, IF I AM GOING TO CONSIDER PURSUING LITIGATION, READ WHAT THEY WANT ME TO PRESERVE. THIS IS SEVEN MONTHS AFTER THE ACCIDENT. THEY NEVER HAD ANYONE COME OUT AND CHECK THE CAR, EVEN AFTER ALL THE CALLS I MADE.

YOU NEED TO GET YOU A 2001 OWNER'S GUIDE, "TOWN CAR", AND START AT PAGE 94. READ IT CAREFULLY. HOW MANY PEOPLE CAN UNDERSTAND ALL THIS? NOT EVEN THE FORD LINCOLN GARAGES KNOW ABOUT ALL OF IT.

I HAVE BEEN TOLD BY LINCOLN MECHANICS AND A SHOP SERVICE MANAGER, IT DID NOT WORK RIGHT.



aa
5/25/05
cc

[REDACTED]
[REDACTED]
Bakersfield, CA. [REDACTED]

Phone [REDACTED]

March 28, 2007

Ford Motor Company
C/O Board of Directors

Board of Directors,

I think this is something the public should be told about. October 2006, my wife was involved in an auto accident. Thank the good Lord she was not killed or crippled. We have used Ford products for years, For our business and personal. We have driven Lincoln Towncars for many years and have paid the high end price, thinking it was for high-end quality and safety.

My wife was injured in this accident, chest, neck and back. It was a frontal collision, the driver's air bag did not activate, and the seat belt did not hold her, letting her hit the Steering wheel ,as well as the Drivers door.

Lincoln tells you in their owners guide, All about the cars safety system development, restraints, belt pretensioners, sensors and control modules. How they check the severity of the crash and tell the airbags and seat belts to work, which by the way, both work together. There are 30 pages of why they will or will not work.

As you can see by the pictures, the whole front of the car was shoved to the driver's side. And nothing on the driver's side worked, but the passenger side did. No one was in the passenger seat.

The sensors are supposed to check the severity of the crash, common, moderate, severe. I guess this crash was considered not even common. The driver's door could only be forced open about 8 inches; she was removed from the vehicle, through the passenger side. As you can see in these pictures, her air bag did not deploy and her seat belt did not hold her. When the officer removed her seat belt it was stretched so far, it fell out the door.

I called Lincoln the next day and the lady I spoke with said there would be a couple of representatives out to see the car within the next 2 days. No representatives showed and it was several weeks before anyone called.

I talked to the owner of the dealership where we bought the car new in 2001, a Lincoln Towncar Cartier. I told him I could not find anyone with Lincoln who seemed concerned. He said let him call and see what he could do. I gave him some time because it was just after the holidays. A lady finally did call and when I told her my concern, she asked what I wanted. I told her I thought Lincoln or Ford Motor Company should correct these problems. I also thought they should replace or repair this car. When I said that, she started trying to tell me why the air bag and seat belt did not work. But she really did not know how the system worked. She told me the extended warranty was over and asked me if I had the system checked regularly. There is no checking the system, it monitors itself and automatically let's you know if anything is wrong. She then said there is nothing Lincoln would do and apologized. When I told her what I had in mind, she told me to do what I needed to do.

When I was asked how close my wife was sitting to the steering wheel, That was when I found that if the seat is too far forward nothing works. I informed them that she drives with the seat in a normal position. I believe an automobile that has a manufacturing design that has the air bags, seat belts and seat that all work together is a very poor feature. If the air bag does not work, the seat belt should still hold you. Why would they design the seat to go close enough that the safety features are bypassed? Someone could be killed or crippled for life, instead of a bloody nose from the air bag.

I was told by a Lincoln service manager that if a sensor or sensors sent a signal to the control module then both bags should deploy. No one I have talked to at the dealers knew anything about the airbags and seat belts being controlled together or the seat being too close and nothing working. I told Lincoln I was going to put these pictures and information on T.V. and the Newspapers, to let the public know. That did not get a concern from anyone I talked with.

I went to the "Highway Patrol Office" and talked with them. It is the Law that you wear your seat belt. They were shocked to hear about this. They said in 25 years they had never seen a wreck this bad that both air bags did not deploy. They thought I should send these pictures and information to the "National Highway Traffic Safety Administration", US Department and see what they think.

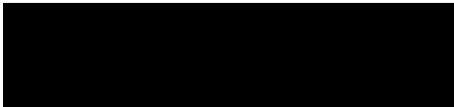
Since the wife and I are R.Vers, I have decided to send this letter to the RV clubs we belong to. Hopefully they will all put it in their magazines which goes to all their members Nation Wide and Canada, Monaco, Monaco International, Good Sam, Family Motor Coach, Coast to Coast, Western Horizon R.V resorts, A.O.R. R.V Resorts and R.O.D + Resorts.

Here is a quote:

My wife's doctor asked her what kind of car she was in so he would know not to buy one. He was also surprised when she told him, a Lincoln Towncar.

Please call me as soon as this letter is read to the Board of Directors. If I hear nothing by the end of April 2007, I will do what I said.

Thank You,





Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 300
Three Parklane Boulevard
Dearborn, Michigan 48126-2568

April 20, 2007

[REDACTED]
Bakersfield, CA [REDACTED]

Re: 2001 Town Car

Dear [REDACTED]:

We acknowledge your recent contact to Ford Motor Company. Your concern has been directed to this Office for further handling. Based upon the information you provided with respect to your claim, we believe that there was not enough full frontal impact force to trigger airbag deployment, and we find no evidence of a manufacturing or design defect. Therefore, we must deny liability for this claim.

The 2001 Town Car has a personal safety system with two-stage airbags and seatbelt use sensors. To increase the overall performance of the airbag system, the threshold for deployment of the airbags is deliberately higher for a belted occupant than for an unbelted occupant. We believe this incident did not reach the applicable deployment threshold for a belted occupant. As [REDACTED] was belted, the driver air bag did not deploy. As the incident did reach the applicable deployment threshold for an unbelted occupant (the passenger belt was not engaged), the passenger air bag deployed. Further, your description of the driver seatbelt post accident suggests that the driver seatbelt pretensioner did deploy.

Also, please be advised that while position of the driver seat may affect how the driver air bag deploys, it does not affect whether the seatbelt pre-tensioner deploys.

Please keep in mind that main objective of the air bag supplemental restraint system is to reduce fatalities; not prevent injuries.

If you are considering pursuing litigation from this informal claim, please take all steps necessary to ensure that the subject vehicle and all of its components are maintained and preserved in the exact condition they were in immediately after the incident in question, as required by law. Ford Motor Company has the right to inspect the vehicle and conduct nondestructive testing of any component that your client may claim to be defective, and to be presented with the vehicle and the subject components at the time of trial.

Sincerely,

Julie Szymanski
Claims Analyst

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HOLIDAY





