

CL-10218298-9604

Elizabeth NJ [REDACTED]

2008 FEB -7 AM 11:06

2008 FEB -5, A 11:15

Ford Consumer Service Division
P.O. Box 6248
Dearborn MI 48126

RE: Ford Focus 2004 Ignition Problem; VIN#1FAFP38Z44W [REDACTED]

Dear Ford Headquarters:

On 11/12/07, my key for my 2004 Ford Focus got stuck in the ignition. I tried repeatedly to start my car and could not. Luckily, I was near a Ford Dealership or else I would have been stranded. I walked over there and explained my problem. The repairman from the Ford Dealership got into my car and somehow, managed to start my car with the same key I had and drove it over to the dealership. While I was at the repair counter, I was told by the Ford repair department at the dealership that my ignition needs to be replaced. I found it to be strange since the car started when the repairman drove it over to the dealership. He stated that the cost would be \$300-\$350. I was also told by another repairman there, that he's seen a lot of Ford Focus' with ignition failure. Since my car was out of warranty and this is my only means of transportation, I had no choice but to pay for the fee. My fiance came and picked me up and took me home while my car was being repaired. I was so angry at the unexpected cost that I decided to call Ford Headquarters to see if I can get was some consolation or if other owners shared my problem. I informed the customer service representative of my problem, the comment the repairman made about seeing many Focus' with this problem and I stressed that something needs to be done such as a recall, since this is a common problem. I was placed on hold, to see what additional help she can provide. I received no explanation from the customer service representative on a recall. She said that my information will get past on to Ford and they will revisit the issues and concerns of the complaints made by Ford consumers. That answer I believe was a poor one and felt that Ford Headquarters should more especially if it's happened to many consumers. I was then placed on hold. When the representative came back on line, she stated that Ford Headquarters will give me a discount for the repair and they will contact the Ford Dealership where my car is being repaired about the discount. Turns out that the discount was only \$39.98, which I feel was not enough, since this is a vast issue. The labor was \$180.00, parts \$143.86, tax \$15.08, in total I paid \$302.36.

Since then, I've done some research online, to find that a great deal of Ford Focus customers across the country has had ignition failure issues. During my search, I found www.petitiononline.com, to date they have 1,519 signatures (including mine) of Ford Focus

MC
01/10/08
KJB

owners that experienced the same problem. In my research, it seems apparent that in most cases, customers face the ignition lock failure when the vehicle passes 30,000 miles and the manufacturer's warranty has expired. There is even a class action suit for California residents that had ignition lock failure counseled by Fazio-Micheletti, LLP. This is only a small example of many online sites and news articles that address this issue.

I bought my vehicle brand new at the Roselle Parkway Ford Dealership in NJ, back in 2004 and can't imagine how the ignition failure would occur. I feel that Ford recognizes the Ford Focus Ignition Lock problem as a recall and the problem be repaired free of charge. With more and more consumers experiencing this problem on a daily basis, this issue will not go away. Each and everytime I get into my Ford Focus, I have to wonder if I am going to have the same problem again. I feel that I should be refunded the amount paid for the repair bill in the amount of \$302.36 since this is an ongoing problem for Ford Focus owners. Should this not be supported in anyway and/or if this problem occurs again, I will seek the advice of legal counsel.

Kindly note that my address is no longer
address is stated above. Please update your records.

Elizabeth NJ

and my new

Sincerely,



Encl.

(Ford Repair Invoice)

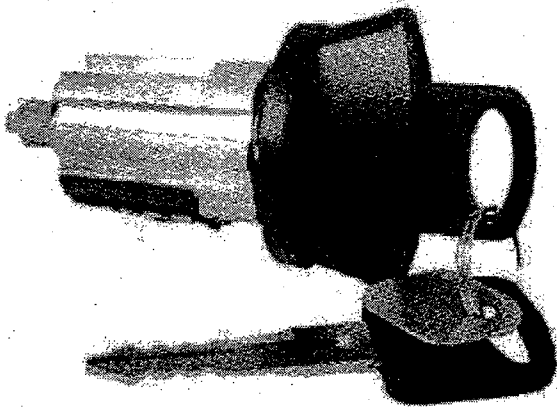
(Fazio-Micheletti Ford Focus Class Action)

(Ford Focus Ignition Cylinder Recall Petition)

cc.: NHTSA Headquarters

Better Business Bureau

Consumer Affairs of NJ



FAZIO | MICHELETTI LLP
Attorneys

Ford Focus Ignition Lock Class Action

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FORD FOCUS OWNERS: PLEASE FILL OUT THE FORM BELOW.

Fazio | Micheletti LLP and their co-counsel, San Francisco-based Kerr & Wagstaffe, LLP (kerrwagstaffe.com) are prosecuting a class action on behalf of California residents who lease a Ford Focus, or who have paid to repair or replace an ignition lock in a Ford Focus that they did own or lease that vehicle.

Although at least one other action may be filed in the near future, the present action is pending in the United States District Court for the Northern District of California, in which the plaintiffs allege that Ford has fraudulently concealed the existence of a defect in thousands of Ford Focus vehicles which causes the ignition lock to freeze. When the ignition lock fails, it is impossible to start the vehicle's engine. Replacing the ignition lock can cost as much as \$500, and it has been reported that they have had to replace the lock more than once in the same vehicle.

Ford has acknowledged the existence and magnitude of the problem, but has taken the position that it need not provide a cost-free repair because the problem is not safety-related. Focus owners who have experienced ignition-lock failure first-hand disagree, pointing out that being stranded in a wrong place at the wrong time can be very dangerous.

Several news reports that describe the problem in a fair amount of detail have aired since the lawsuit was filed. For the complete story and the video that was broadcast, click on the name of the report that follow: [CBS5](#) in San Francisco; [ABC7](#) in San Francisco and Seattle; and [ABC7](#) in Washington, D.C. For some insight into the way Ford addresses such problems, [click here](#) to read Attorney Fazio's "Back Story."

Another report, at ConsumerAffairs.com, has made this observation:

While Ford dithers with its finances and holds erudite discussions about its manufacturing processes, it is alienating huge segments of its customer base with shoddy production and an astonishingly cavalier response to consumer complaints. In the last 12 months, Ford has received four times more complaints about Ford products than about GM or Daihatsu.

Not only are Ford complaints more frequent than complaints about other brands, but the problems that spark the complaints are major – ruined engines, disastrous fires and repeated ignition lock-ups being the most common.

[Click here](#) to read the entire article.

MORE INFORMATION

[If you would like more information about what class actions are, click here.](#)

If you have information about the Ford Focus ignition-lock defect, or would like to know more about the case, *please fill out the feedback form below.* Be sure to

provide a brief explanation of the problem, along with your full name, telephone number and mailing address. Please see the [Disclaimer page](#) on this website for important information regarding communications with Fazio | Micheletti LLP.

Please Send Us Your Feedback

* Required Field

Your
* name:

Email:

*

State of Residence

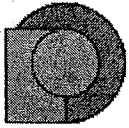
Mileage at Repair:

Vehicle:

*

Model
Year:

For more information about class actions and whether you would like to initiate one, or become involved in an existing case, [click here](#).



Ford Focus Ignition Cylinder Recall

We endorse the Ford Focus Ignition Cylinder Recall Petition to The Ford Motor Company.

[Read the Ford Focus Ignition Cylinder Recall Petition](#)

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Name

Comments

1519 Total Signatures

Ford Focus Recall

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The [Ford Focus Ignition Cylinder Recall](#) Petition to The Ford Motor Company was created by and written by **John Baker** (johnnyfres@yahoo.com). The petition is hosted here at www.PetitionOnline.com as a public service. There is no endorsement of this petition, express or implied, by [Artifice, Inc.](#) or our sponsors. For technical support please use our simple [Petition Help](#) form.

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