

NHSTA Headquarters
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

CL-10227369-2870

EXECUTIVE 2008 MAY -9 PM 1:49

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Dear Safety People.

I recently had to have the ignition lock on my 2004 Focus replaced. I was informed that it is a frequent problem. The company does not consider it a safety problem and therefore no recall notice has been given.

This is interesting to me. If my car has a fire because of a slight manufacturing error it is recalled and 400,000 or so cars have to be inspected and parts changed. The fire may cause injury or death and it is a "safety" problem.

Since I can't get my car to start it is not a "safety" problem. To many people this may be so; but if you need a car for an emergency it is or can be a "safety" problem. Stuck on a deserted road in a storm may be a problem and a "safety" one. There are many people with heart or other conditions where TIME is of the essence.

A heart attack victim can be rushed to an emergency room by car a lot faster than waiting for paramedics or other assistance in many areas. This need for a car to be ready now and be able to start is surely a safety issue.

While this may not be at the top of the list for the NHTSA it should be considered a "safety" concern.

To the local Dealer Perry Ford

Speaking to the local dealers and to the Ford Motor Company while a NHTSA recall would certainly be expensive, a volunteer replacement of the defective part by you to your loyal customers may be a good gesture on your part. It would continue your reputation of service for your cars. By the way my ESP service contract does not cover this defect. The ESP contract covers the Drive train. How unfortunate that to get to the drive train I need a key that works a lock (defective) so I can't get there.

Please forward this on to your Company headquarters so they can reimburse you for the cost of a DEFECTIVE part and pass the saving on to me.

Locks should last more than 3 1/2 years.

Thank you for your consideration in this matter,

Sincerely,

[Redacted signature]

Cayucos, CA [Redacted]

[Redacted address]

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5-9-08
1:50
MT