

[Redacted]

Grants Pass, OR

2008 JUN 12 AM 7:27

2008 JUN 11 AM 11:14

5/30/2008

CC-10231733-4481

National Highway Safety Administration
400 Seventh St. SW
Washington, DC 20590

Re: Ford/Taurus

Dear Sirs;

After seeing so many of my year('96)Ford Taurus with back gate replacement panels, I wrote to Consumer Reports. Of course, I could only hope that there might have been a recall and concerns about electrical problems, that perhaps I would have some recourse to the ongoing problems.

Consumer Reports sent me other places to contact with my concerns, to see if others have reported my same difficulties. Once again, I am facing a locking gate problem and there appear to be more electrical difficulties requiring tests - all of which mean \$\$\$! At 71, you can only imagine my plight. What I would like to know is, IS there any documented information of problems/repairs that can be tracked?

Bridge Street Auto here in Grants Pass has been great - an honest repair place! Prior work on tailgate was done by our local Ford dealership, Mock Ford, so all of this can be traced/tracked. DO I have any recourse? Interestingly enough, I also wrote to Ford in Dearborn, Michigan. Did I hear from them - oh no! Wish I COULD access on computer- would be so nice to look up info more easily.

Looking forward to your response, I remain--

Sincerely,

[Redacted Signature]

cc: Documents Re repairs

ET
Gill
6/16

[REDACTED]
Grants Pass, OR [REDACTED]

12/18/2007

Consumer Reports/Editor
P.O. Box 2069
Harlan, Iowa
51593-0252

re: Ford/Taurus

Dear Sirs;

Have been promising myself to write to you for information on my '96 Ford Taurus. Every time I go out, I see this same model/year with the same identifying black panel on tailgate. This panel shows that most of this model/yr has had significant ELECTRICAL problems with locking mechanism in the tailgate. I asked the dealership if this year and model had ever had a recall to fix this problem, and their answer was NO. This is an EXPENSIVE problem and now, once again, cannot open the back off of the key - must lock by hand. Have continuing problems with the "door ajar" light/relay.

So - I need to know if you have ANY record of recalls of this year and model - PLEASE advise. Am attaching cc of bills for repair on these items and still must do another "door ajar" as well as MORE work on tailgate. Most recently, found tires out of alignment, but to fix, impossible to do without drilling out BOLT - NO adjustment for camber? That seems odd to incorrect! How do you correct something uncorrectable without ordering a kit - to have to drill out something that SHOULD have an adjustment is nuts!?! As a 70+ senior lady, this is all VERY disturbing.

Looking forward to your reply, I remain--

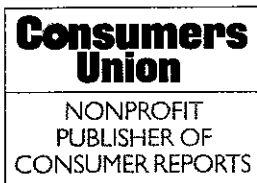
Sincerely,
[REDACTED]

also - do not have a computer or those skills, or I'd try to look up info.

cc: Ford Motor Co,

P.O. Box 6248
Dearborn, MI

48126
attn: Consumer Complaint
800-392-3673
8-5 EST



February 26, 2008

[Redacted]
Grants Pass, OR [Redacted]

Dear [Redacted]:

Thank you for taking the time to tell us of your experiences with your Ford Taurus. I read your letter with great interest.

As you know, monitoring and promoting both the quality and safety of automobiles is an integral part of our mission. We value your help in this effort. You have provided us with important feedback on your Ford Taurus, for which I thank you. Because of this, I have personally forwarded your letter to our Auto Test and Editorial staff for their review and consideration for our future reports. I am sure that they, too, will find your letter to be of value. Unfortunately, at this time we do not have any recall information on the problem you described with your Ford Taurus.

You may also want to share your experiences with the following organizations, which may be able to provide you with information and/or offer assistance:

1. Center for Auto Safety, 2001 S. Street, NW, Ste. 410, Washington, DC 20009-1160. The CAS compiles information on defective automobiles, ranging from transmissions problems to paint problems. If you wish, you may send them a letter sharing your experiences with them. Should they have any information on your particular automobile, they will forward it to you, along with helpful information and advice within 10 days from date of receipt of their letter. They ask, but do not require, a \$.60 SASE to help keep their costs down. Or, you can visit their website at <http://www.autosafety.org>.
2. Council of Better Business Bureaus, Inc. at 4200 Wilson Boulevard, Arlington, VA 22203; 1-703-276-0100. The Council of Better Business Bureaus, the umbrella organization for the BBBs, also provides programs and publications for consumers, and helps to settle disputes with automobile manufacturers through the BBB Auto Line program.
3. National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, 1-888-327-4236 or 1-202-366-0123. The NHTSA assures compliance by domestic and foreign motor vehicle and equipment manufacturers with motor vehicle safety standards, automobile recalls, and airline problems. You may wish to visit their Website at <http://www.nhtsa.dot.gov>, where you will be able to obtain information on air bags, child safety seats, and automobile crash test results. You can also search through an extensive list of automobile and automobile equipment recall notices, and report any problems that you have encountered with your automobile.

...Continued...

217847

"THE BETTER BUYING EXPERIENCE"
 913 S.E. 6th Street · P.O. Box 68
 GRANTS PASS, OR 97526
 (541) 476-6656

INVOICE

Quick Lane
 (541) 474-6554

GRANTS PASS, OR
 HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 8659 ERIK WONSYLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	96	FORD TAURUS	1FALP57U3TA		153017/153017		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN05 DD			WAIT 04NOV05			CASH	04NOV05
R.O. OPENED	READY	OPTIONS: DLR:07774 ENG:3.0 Liter EFI					
08:54	02NOV05	15:16	04NOV05				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STS	REAR GATE DONT OPEN					
	150	DRIVEABILITY REPAIRS					
		8031 CFE					
		8855 CFE					
		8866 CFE					
						94.00	94.00
1	2F1Z*17B390*AAA	HOUSING			305.22	305.22	305.22
REMOVED DOOR PANEL FROM CLOSED HATCH AND INSPECT AND FOUND BROKEN LATCH MOUNT NEED TO REPLACE BODY PANEL GOT P&A							

		SHOP SUPPLIES					4.70

Handwritten calculations:
 403.92
 - 50

 353.92
 - 30.00

 323.92

Handwritten: \$50.00

Handwritten: PAID NOV 4 PAID

Handwritten: MOCK'S FORD

Handwritten note: Reminders
 go to look at problem it figured into this

Handwritten note: ref # 2061 30.00

Handwritten notes: PAID 2061, How Sat 11/19, Wed, Ginnit

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	94.00
PARTS AMOUNT	305.22
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.70
TOTAL CHARGES	403.92
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	403.92

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

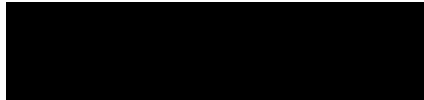
CUSTOMER SIGNATURE

THE WEST'S LARGEST INDEPENDENT TIRE DEALER

320 Union Ave
Grants Pass, OR 97527



DIRECT INQUIRIES TO
541-955-5200



GRANTS PASS OR [REDACTED]

1-4-08
1st + 4
2413

ACCOUNT NUMBER
[REDACTED]

PREVIOUS BALANCE
.00

*Change out
tires
put on studded tires*

DATE	DESCRIPTION	CHARGES	PAYMENTS / CREDITS
11/30/2007	203472	52.00	
12/05/2007	203977	199.61	
12/05/2007	203978		5.00- PMT
YOUR FINANCE CHARGE FOR 2007 IS:		\$8.54	
12/27/2007			246.61
CLOSING DATE	AVERAGE DAILY BALANCE	FINANCE CHARGE 50% MINIMUM	NEW BALANCE

*Had to get hit to
change out Camber
to adjust for alignment.
old tires. Will need
4 NEW ones in spring*

MINIMUM PAYMENT 25.00 DATE YOUR PAYMENT IS DUE 1/10/2008

The daily Periodic Rate of 0.04931%, which is an ANNUAL PERCENTAGE RATE of 18.0% is applied daily to the balance to compute the FINANCE CHARGE. You may pay the total NEW BALANCE prior to the next monthly statement date without any prepayment penalty.

NOTICE: See reverse side for FINANCE CHARGE computation method and other important information.

TO AVOID ADDITIONAL FINANCE CHARGES, PAY THIS NEW BALANCE BEFORE THE NEXT MONTHLY STATEMENT DATE.

Open Invoice Statement

Bridge Street Auto Repair

Mike Dunbar - Owner
2015-B Bridge Street
Grants Pass, OR 97526
(541) 955-1002

[REDACTED]
Grants Pass OR [REDACTED]

Phone [REDACTED]
Contact Phone

Cell Phone
Fax

Repair Order	4937	Vehicle	FORD TAURUS	Total Price	Payments	Balance Due	
				\$193.94	\$20.00	\$173.94	
<i>Received Date</i>	<i>Completed Date</i>	<i>Comments</i>					
04-Jan-08	11-Jan-08	A-DOOR AJAR LIGHT B-BACK HATCH LOCK INOP AGAIN C-REVERSE LIGHT BULBS-NOTE: IF BULBS DO NOT SOLVE ISSUE WILL HAVE TO RESCHEDULE FOR FURTHER INSPECTION WITH THE BACK DOOR LOCK.					
<i>Total for</i>				\$193.94	\$20.00	\$173.94	

Repair Order - Final

Bridge Street Auto Repair

26-Mar-08

Mike Dunbar - Owner
2015-B Bridge Street
Grants Pass, OR 97526
(541) 955-1002

RO #
4937

Grants Pass, OR

Phone

Contact Phone

Year	Make/Model	VIN	Engine / Other Info	License	Odometer
1996	FORD / TAURUS	1FALP57U3TA	3.0L, A/T,		167897

Date In	Required Date	Delivered Date
04-Jan-08	04-Jan-08	11-Jan-08

A-DOOR AJAR LIGHT

B-BACK HATCH LOCK INOP AGAIN

C-REVERSE LIGHT BULBS-NOTE: IF BULBS DO NOT SOLVE ISSUE WILL HAVE TO RESCHEDULE FOR FURTHER INSPECTION WITH THE BACK DOOR LOCK.

Line Item	Type/Description	Qty	Price/Charge
12-Labor	A- PULLED CODES FROM GEM MODULE KOE0: B1445 DOOR HANDLE SWITCH CIRCUIT SHORT GROUND B1330 R/F DOOR AJAR CIRCUIT SHORT-GROUND P1883 LOW COOLANT LAMP CIRCUIT FAIL.	0.5	\$37.50
12-Labor	A- R&R RIGHT FRONT DOOR AJAR	0.5	\$37.50
12-Labor	B- INSPECTED BACK DOOR LOCK: TESTED ALL FUSES UNDER HOOD & INSIDE VEHICLE-ALL FUSES GOOD. REMOVED REAR HATCH COVER & INSPECTED FOR ANY BINDING IN LINKAGE-ALL RODS & LINKAGE IS FREE. REMOVED DOOR LOCK PLUG-WITH TEST LIGHT ACTIVATED DOOR LOCK SWITCH-NO LIGHT.	1	\$75.00
12-Labor	B- SUSPECT NO POWER/GROUND TO MOTOR. RECONNECT LOCK CONNECTOR & WITH MANUAL 12V POWER SOURCE-UNLOCK/LOCK. ACTUATOR IS O.K. WILL UNLOCK/LOCK. SUSPECT FAULT TO BE FURTHER INTO ELECTRICAL SYSTEM. REC: FURTHER TIME TO DIAGNOSE.	0	\$0.00
12-Labor	C- R&R BOTH REVERSE LIGHTS BULBS ARE O.K. BULBS ARE VERY DIM- ELECTRICAL ISSUE. REINSTALLED ORIGINAL BULBS REC: DIAGNOSING FURTHER WITH REGARDS TO CUSTOMERS CONCERN.	0.5	\$37.50
Subtotal of		2.5	\$187.50
PARTS	XF1Z14018AA DOOR AJAR SWITCH	1	\$26.44
Subtotal of - Parts		1	\$26.44
DISCOUNT	PREFERED CUSTOMER DISCOUNT	1	(\$20.00)
Subtotal of - Discount		1	(\$20.00)
COMMENTS	REC: PASSENGER SIDE DOOR AJAR SWITCH RESCHEDULE APPOINTMENT ON BACK HATCH LOCK SUGGESTIONED ALLOWANCE=\$100.00 FOR NEXT STAGE.	1	\$0.00
Subtotal of		1	\$0.00