



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

February 5, 2009

[REDACTED]
Winnabow, NC [REDACTED]

NVS-216 nlm
Ref. # 10254588

Dear [REDACTED]:

Thank you for your correspondence dated December 22, 2008, concerning your daughter's model year (MY) 2001 Ford Focus. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on January 19, 2009.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

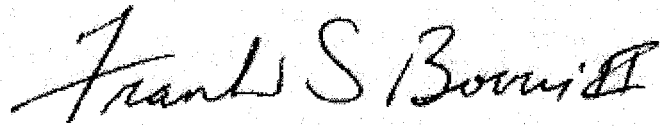
We appreciate the report you provided. Reports from motorists are a very important source of information for us. Please be advised that Ford agreed to replace faulty fuel delivery modules (fuel pump) on certain MY 2001-MY2001 Focus vehicles as part of a safety improvement campaign. This is not a safety recall; however, Ford dealerships have been instructed by Ford to replace the fuel pump without diagnostics in affected vehicles whenever the owner complains of symptoms including stalling, hesitation, surging, loss of power, or other related symptoms. Of copy of the dealer instructions is enclosed for your information. Please contact your dealer and make them aware of these instructions and any symptoms you have experienced.

Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink that reads "Frank S. Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure