

APR 26 2010

2 INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-10254588-4308

19 APR '10

MS. ARTRESHA SELLERS
FORD MOTOR COMPANY
CUSTOMER RELATIONSHIP CENTER

DEAR MS. SELLERS:

REFERENCES:
YOUR LETTER OF 13 APR 2010, COPY ENCLOSED
FORD MEMO OF JAN '04, COPY ENCLOSED

AS I MENTIONED IN MY LETTER MY DAUGHTER HAS HAD FUEL
CUTOFF PROBLEMS WITH HER CAR FOR SEVERAL YEARS AND HAS
HAD NO RELIEF FROM FORD DEALERS.

PLEASE READ THE REFERENCED FORD MEMO. IT'S TIME THAT
FORD QUIT PUSSYFOOTING AROUND AND GAVE US A LETTER OF
AUTHORIZATION TO GET THE DEFECT CORRECTED.

→ THERE SHOULD HAVE BEEN A SAFETY RECALL ON THESE CARS.
THERE IS NOT MANY THINGS MORE DANGEROUS THAT TO HAVE YOUR
CAR STOP WHILE TRAVELING DOWN A BUSY INTERSTATE HIGHWAY.

I EXPECT SOME RELIEF VERY SOON.

[REDACTED]
WINNABOW, NC [REDACTED]

COPY: NHTSA

*What does it take to trigger a
safety recall ???*

NM
042610
TGW



FORD BLUE OVAL
COLUMBIA, MISSISSIPPI

April 13, 2010

[REDACTED]
Winnabow, NC [REDACTED]

Case# 1782231898

VIN: 1FAFP38361W [REDACTED]

Dear Mr. [REDACTED]

Your recent letter has been received and reviewed.

Customer satisfaction is the primary objective of Ford Motor Company and we make every attempt to ensure that our owners are satisfied.

We are always willing to consider individual request for assistance beyond the normal warranty provisions. However, we must place limits on our post warranty assistance. We regret to advise you that the vehicle is beyond those limits and we are therefore, unable to assist with the cost of any repairs.

We appreciate your writing and wish that our response could have been more favorable.

Sincerely,

Artresha Sellers
Ford Motor Company
Customer Relationship Center



5 APRIL '10

FORD CUSTOMER SERVICE DIVISION
FORD MOTOR COMPANY, P.O. BOX 1904
DEARBORN, MI 48121

DEAR SIR:

REFERENCE ATTACHED COPY OF NEWS ITEM.

MY DAUGHTER PURCHASED A 2001 FORD FOCUS NEW (1FAFP38361W [REDACTED]).
THE CAR NOW HAS ABOUT 60,000 MILES ON IT.

FOR YEARS SHE HAS HAD PROBLEMS WITH THE CAR STALLING ON THE
ROAD. YESTERDAY IT STALLED FIVE TIMES ON A 130 MILE TRIP.
WE HAVE REPLACED THE FUEL FILTER SEVERAL TIMES WITH QUESTION-
ABLE RESULTS. IN ANY EVENT THE PROBLEM KEEPS RECURRING

IN THE PAST I HAVE TAKEN THE CAR TO TWO FORD DEALERS BUT THEY
DID NOT FEEL ANY OBLIGATION TO DIAGNOSE OR FIX THE PROBLEM.
SINCE THE MALFUNCTION ONLY OCCURS ON THE ROAD ON AN IN-
TERMITTENT BASIS, IT IS DIFFICULT TO EVEN PROVE THAT A PROBLEM
EXISTS.

I FEEL THAT WE HAVE SUFFERED LONG ENOUGH WITH THIS DEFECT. I
EXPECT FORD TO DIAGNOSE AND FIX THE PROBLEM. IT MAY TAKE A
LETTER OF AUTHORIZATION FROM YOU OR SOMEONE FROM FORD DIRECTING
THE FIX.

PLEASE RESPOND AS SOON AS POSSIBLE. I DO NOT WANT MY DAUGHTER
DRIVING THIS UNSAFE CAR.

SINCERELY,

[REDACTED]
WINNABOW, NC
[REDACTED]

22 DEC '08

FORD MOTOR COMPANY
CUSTOMER RELATIONSHIP CENTER
P.O. BOX 6248
DEARBORN, MI 48126

DEAR SIR:

MY DAUGHTER PURCHASED A 2001 FORD FOCUS NEW (1FAFP38361W [REDACTED]).
OVER THE LAST FEW MONTHS THE CAR HAS STALLED SEVERAL TIMES ON
THE ROAD.

I UNDERSTAND THAT FORD HAS A RECALL OF SORTS TO REPLACE FAULTY
FUEL PUMPS ON YOUR FOCUS AUTOS. HOWEVER A FORD DEALER WILL
CHARGE \$95 TO PERFORM A DIAGNOSTIC TEST TO DETERMINE THE CAUSE
OF THE PROBLEM AND THE TEST WILL ONLY DETECT A FAULTY FUEL PUMP
WHEN IT IS IN THE FAILURE MODE. OF COURSE THE TEST WILL NOT
REVEAL A PROBLEM SINCE THE FAILURE ONLY OCCURS ON THE ROAD AND
ON AN INTERMITTENT BASIS. FOCUS OWNERS ARE IN A NO WIN SITUATION.

I FEEL THAT FORD SHOULD TAKE A MORE PROACTIVE APPROACH TO THIS
SITUATION. A FUEL PUMP FAILURE ON A BUSY HIGHWAY COULD RESULT
IN A VERY DANGEROUS SITUATION. I AM RELUCTANT TO INVOLVE A
PRODUCT LIABILITY LAWYER IN THIS MATTER BUT IT MAY BE JUSTIFIED
IN THIS CASE.

PLEASE LET ME KNOW IF YOU INTEND TO GIVE FOCUS OWNERS SOME RE-
LIEF IN THIS MATTER.

SINCERELY,

[REDACTED]

WINNABOW, NC [REDACTED]

COPY:
NHTSA
OFFICE OF DEFECTS INVESTIGATION, NVS 217
1200 NEW JERSEY AVE., SE
WASHINGTON, DC 20598

*According to info on the internet, thousands of Focus
owners are affected.*

10006752



Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

January 2004

TO: All U.S. Ford and Lincoln Mercury Dealers

SUBJECT: Extended Coverage Program 03N01: Supplement #1
Certain 2000 and 2001 Model Year Focus Vehicles
Fuel Delivery Module – New Design

Ref: Extended Coverage Program 03N01: Dated November 2003
Certain 2000 and 2001 Model Year Focus Vehicles
Fuel Delivery Module

PURPOSE OF THIS SUPPLEMENT

- Notify dealers of the availability of the new design fuel delivery module.
- Updated labor times and part information for the new design fuel delivery module.
- Revised technical instructions for the new design fuel delivery module.
- Special required cutting tool.

PROGRAM TERMS

This program extends the coverage of the fuel delivery module (FDM) to 10 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven. This program provides replacement coverage, and is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Certain 2000 and 2001 model year Focus vehicles built at the Wayne and Hermosillo Assembly Plants from Job #1, 1999 through June 13, 2001. Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Some of the affected vehicles may experience stalling, engine hesitation, loss of power, surging, and other similar symptoms as a result of contamination of the fuel pump filters. Because the contamination of the filters is progressive, they may ultimately become sufficiently blocked to cause the engine to stall completely. Although the symptoms noted above can occur under a variety of driving conditions, they are most likely to occur when there is less than one-quarter tank of fuel and/or when the driver is attempting to accelerate while making a right turn maneuver (such as entering a highway through a cloverleaf) or while driving uphill.

SERVICE ACTION

If the customer informs you that their vehicle exhibits stalling, engine hesitation, loss of power, surging, or other similar symptoms, **replace the FDM**. There is no need for further diagnostics prior to FDM replacement. Owners are not to be charged for any diagnostics or repairs related to the FDM replacement.

Prior to performing service, tell the customer:

- Ford will replace the FDM at no cost based upon the customer's description of the condition without performing any diagnostics.
- That without performing diagnostics other conditions that may affect driveability, if any, would not be addressed by an FDM replacement.
- That diagnosis and correction of any remaining driveability issues, if any, are the responsibility of the customer unless the vehicle still has remaining Basic Vehicle Warranty coverage.
- This Customer Satisfaction program only covers replacement of the FDM.

Obtain customer approval before conducting any diagnostics.

EFFECTIVE IMMEDIATELY, ONLY THE NEW DESIGN FDM IS TO BE INSTALLED. With the release of the new "CA" level FDM, the road test diagnostic time has been eliminated. Dealers are to replace the FDM if the customer describes the above symptoms; no additional diagnostics are required.

Detailed Technical Instructions and revised labor times to install the new design FDM are included with this 03N01 Supplement #1.

SPECIAL CUTTING TOOL

A special cutting tool will be needed to install the new design fuel pump. One cutting tool along with a replacement-cutting blade will be supplied (free of charge) to each dealership. Additional cutting tools will be available for purchase. See Attachment II for further information on tool ordering and Attachment III for tool usage.

AN OPPORTUNITY TO BUILD CUSTOMER LOYALTY

With increased service capacity, use the resulting service traffic to acquire new retail service customers, or become re-acquainted with current ones. Take this opportunity to make a lifetime customer by demonstrating:

- **Care** by using the Quality Care Report Card every time to identify additional service needs that may require attention.
- **Convenience** by offering convenient payment terms, by scheduling service appointments, and by providing convenient hours and days of operation.
- **Competitive Pricing** by promoting national, regional, and your individual dealer service specials.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Customer Notification Letter (previously mailed to all customers under 03N01)

QUESTIONS?

Claims Information: 1-800-423-8851
Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

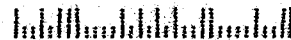
Sincerely,

Frank M. Ligon

Frank M. Ligon

Winnabow, NC

Office of Defects Investigation Enforcement
National Highway Traffic Safety Admin.
1200 New Jersey Avenue SE
Washington, DC 20590



U.S. POSTAGE
PAID
LELAND, NC
28451
APR 20 10
AMOUNT

\$0.61

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