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

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]
[REDACTED]

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FordVehicles.com/Focus

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Ford Offers New Fuel Module for Focus Models

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Ford Focus Official Site

Get Specs, Price, Pics, Options and More. Find a Dealer. Get a Quote.
FordVehicles.com/Focus

Toyota Recall

Toyota takes care of its customers Read the FAQs at Toyota.com
Toyota.com/Recall

Ask a Ford Mechanic Now

17 Ford Mechanics Are Online! Ask a Question, Get an Answer ASAP.
Ford.JustAnswer.com/Focus

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November 20, 2003

Ford wants owners of about 671,000 Focus compact sedans to bring their cars into dealerships for replacement of a component that's been linked to a chronic engine stalling problem.

Affected are Focus models from the 2000 and 2001 model years. Embarrassingly, the cars have already undergone 10 recalls for various safety problems. The current program is not a federally-mandated recall but is intended to clear up a growing backlog of customer complaints. Rather, the company calls it a "product improvement program."

Ford says the sputtering engines are plagued by a dirt and sludge buildup in a fuel delivery module. The part was designed in Europe and will be replaced with a newer model that Ford thinks will deliver a better service record.

A Ford spokesman said the real culprit is "the variability and unpredictability of the gasoline-petrol standards in North America."

Customers affected by the engine problem will get an extended 10-year vehicle warranty on the fuel replacement part.

Newer models aren't affected.

Ford Focus



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- News
- Ford Focuses On Improvement At Detroit Auto Show
 - Another Recall: Back Door May Come Open
 - Ford To Replace Focus Fuel Modules
 - Feds Probe Focus Fires
 - Focus Setting Recall Record
 - Focus Recall (Oct. 2000)

Ford Focus Official Site

Get Specs, Price, Pics, Options and More. Find a Dealer. Get a Quote.
FordVehicles.com/Focus

Toyota Recall

Toyota takes care of its customers Read the FAQs at Toyota.com
Toyota.com/Recall

Ask a Ford Mechanic Now

17 Ford Mechanics Are Online! Ask a Question, Get an Answer ASAP.
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- HUD, CPSC Issue Guidance On Repairing Homes With Problem Drywall
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- New Jersey-based Telephone Fundraisers Banned from Soliciting Donations
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SAFETY RECALLS

- Crate and Barrel Glass Bottles
- King Long NSF Chrome Shelves
- Bauer Hockey Sticks
- Brightway Extension Cords, Power Strips
- Arctica Heated Jackets, Vests
- North-Sportif Boys' Vests, Hooded Jackets
- Sport Obermeyer Girls' Ski Jackets

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