

2009 JAN -9 PM 4:14 CL-10254588-9816

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 (1FAFP38361[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

COPY:
NHTSA
OFFICE OF DEFECTS INVESTIGATION, NVS 217
1200 NEW JERSEY AVE., SE
WASHINGTON, DC 20590

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

NM
4/14
1/9/09
NT

**OFFICE OF DEFECTS INVESTIGATION (ODI)****Recalls - Search Results**

1 Record(s) Displayed.

Report Date : December 22, 2008 at 08:46 PM

NHTSA CAMPAIGN ID Number: 03V482000

Vehicle Make / Model:

FORD / FOCUS

Model Year(s):

2000-2001

Manufacturer: FORD MOTOR COMPANY**Mfr's Report Date:** NOV 19, 2003**NHTSA CAMPAIGN ID Number:** 03V482000**NHTSA Action Number:** EA02022**Component:** FUEL SYSTEM, GASOLINE**Potential Number of Units Affected:** 671000**Summary:**

ON CERTAIN PASSENGER VEHICLES, CONTAMINATION OF THE FILTER IN THE FUEL DELIVERY MODULE (FDM) CAN REDUCE, AND EVENTUALLY BLOCK, THE FLOW OF FUEL TO THE ENGINE.

Consequence:

THIS MAY CAUSE ENGINE HESITATION, LOSS OF POWER, SURGING, AND OTHER SIMILAR SYMPTOMS. OVER TIME, THE FILTER MAY BECOME SUFFICIENTLY BLOCKED TO CAUSE THE ENGINE TO STALL, WHICH COULD RESULT IN A CRASH.

Remedy:

THIS ACTION IS DEEMED A SAFETY IMPROVEMENT CAMPAIGN AND IS NOT BEING CONDUCTED UNDER THE SAFETY ACT. ALL OWNERS WILL BE NOTIFIED OF THE PROBLEM, AND DEALERS WILL REPLACE THE FDM WITH A NEW DESIGN AT NO CHARGE IF THE OWNER REPORTS THAT THE VEHICLE EXHIBITS ANY OF THE IDENTIFIED SYMPTOMS. THE FREE REPLACEMENT WILL BE AVAILABLE FOR A PERIOD OF 10 YEARS FOLLOWING THE ORIGINAL PURCHASE OF THE VEHICLE, WITH NO MILEAGE LIMIT. OWNER NOTIFICATION IS EXPECTED TO BEGIN DURING NOVEMBER 2003. OWNERS SHOULD CONTACT FORD AT 1-800-392-3673.

Notes:

FORD CAMPAIGN NO. 03N01. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

it looks like Ford needs a prod !