

CL-10257892-1982

2009 FEB -3 PM 5:14

[REDACTED]
Hamburg, New York [REDACTED]
[REDACTED]

January 23, 2009

Mr. Alan Mulally
President & CEO
CONFIDENTIAL
Ford Motor Company
1 American Road
Dearborn, MI 48126-2698

Re: 2005 Ford Focus Safety Concern

Dear Mr. Mulally:

I am writing to alert you to a safety concern I encountered yesterday with my 2005 Ford Focus Wagon VIN 1FAFP36N65W [REDACTED]

On returning home, I opened my lift gate to the highest level, removed the items in the cargo area and placed them on the ground. I then turned around to close the lift gate at which time my cheekbone violently collided the side of the lift gate. The lift gate had silently and unexpectedly fallen to the height of my cheekbone. The pain was excruciating and, as evidenced by the enclosed photos, left my cheekbone and eye area very bruised. Had the lift gate fallen to a height of an inch higher, I could have had a severe eye injury.

I bring this matter to your attention in the hope that other owners of Focus Wagons might be warned of the potential injury should their lift gates unexpectedly fall.
Thank you for your attention to this unpleasant matter.

Yours truly,

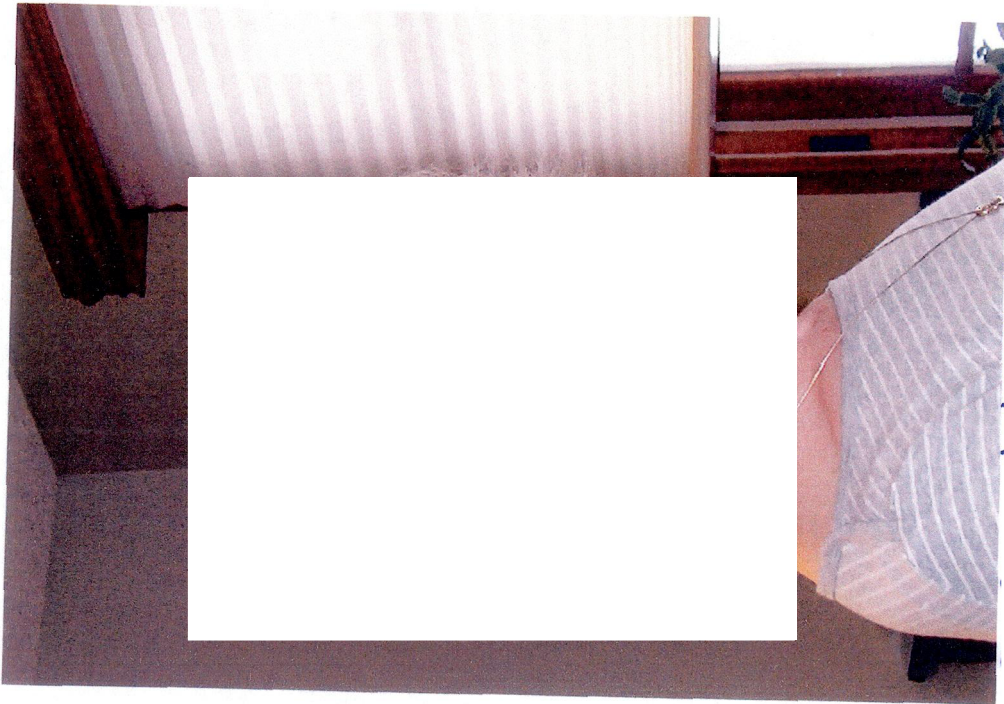
[REDACTED]

Enc. ✓

Cc: Board of Directors, Ford Motor Company

NHTSA – Office of Defects Investigations/CRD ✓

AA
5:15
2/3/09
NJ



1/23/09 Injuries from fallen
118946 of my '05 Ford Focus



1/23/09 Injuries from fallen
118946 of my '05 Ford Focus

Height to which liftgate was raised on 1/22/09



Height to which liftgate unexpectedly fell on 1/22/09

