

MAY 19 2011

NVS-200

Board of Directors
Ford Motor Company
PO Box 685
Dearborn, MI 48126-0685

EXECUTIVE SECRETARIAT
2011 MAY 17 A 9 31
RECEIVED - INTCON

James P. Vondale, Director Automotive Safety Office
Ford Motor Company
330 Town Center Drive, Suite 400
Dearborn, MI 48126-2738

CL-10266162-3631

US Department of Transportation
Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Ford Customer Service Division
Ford Motor Company
PO Box 1904
Dearborn, MI 48121

Ford Motor Company
Mr. William Ford
PO Box 6248
Dearborn, MI 48126

Ford Motor Company
Office of the General Counsel
Product Claims Department
PO Box 70
Dearborn, MI 48121

PC
05314
PW

May 6, 2011

Subject: Driver Air Bag/FMVSS 208 – Recall #07C19 – NHTSA Campaign Number 07V-541

I write one final letter to all parties. I hope one of you still cares about the customer and will read my letter and attachments in their entirety and provide me a personal letter and perhaps some much needed financial relief.

Attached you'll find the following sequence of correspondence between me and Ford.

- a) May 18, 2009 – letter to Ford – paragraph 3 and 4 highlight the faulty air bags of the vehicle
- b) June 19, 2009 – letter to Ford – I called Ford, asking for clarification. No return call received. Sent letter. Initial experience of poor customer service.
- c) July 6, 2009 – letter to Ford – I waited 3 weeks for acknowledgement of letter. Nothing. Needed to insure you'd received in order to comply with Ford's 90 day to respond or you'd assume (this is really a bad word) my lack of interest in pursuing the matter
- d) August 11, 2009 – letter to Ford (certified) – again requesting confirmation of receipt of my July 6th letter.
- e) September – October 2009 – I sent 5 separate faxes asking for acknowledgement. No response. Also provided my new mailing address.
- f) November 2009 – received letter from Ford – letter is dated July 2009 but the meter indicates that the letter was sent October 2009. It is sent to wrong address and with a shortage of postage; delaying the letter further. Obviously this letter wasn't sent in July. I'm lost in a pile of paper at Ford. Letter was sent in October ignoring all correspondence received to date.
- g) December 29, 2009 – letter to Ford – Again, no response. October 2009 was 90 days from my July submission. Since I got your letter that I must comply in October 2009 (which I did) I would have hoped a response from Ford would have happened in December 2009 (90 days from October). But here I am again ignored by Ford.
- h) February 1, 2010 – letter from Ford – finally. Sent to wrong address. Again did you bother to read anything I submitted or did you just make a quick decision over a long period of time.
- i) April 9, 2010 – letter to Ford – Provided additional information as well as contact information of professionals from the insurance companies who saw the car (I still have the vehicle un-touched hoping someone cares enough to look at it. You'd see it's a mess.) who indicated that the **bags should have deployed**.
- j) June 28, 2010 – letter to Ford – requesting status of April 9th letter.
- k) July 2010 – Got a copy of the letter Ford sent me February 2010. Handwritten "resent 7/2" noted in upper right hand corner. Really is this how you respond. What a slap in the face. Nothing in my letters was addressed. You should be ashamed to say that "At Ford, Quality is Job #1." I failed to receive a quality vehicle much less a quality response. In my profession I deal with customer complaints. You appreciate your customers by addressing their concerns not re-sending the same old letter that was sent to the wrong place the initial time. Addressing a customer's concerns keeps the customer. Not taking care of the customer sends them to your competitors.
- l) May 2009 - Copy of my complaint to the NHTSA

The exact year, make, and model of my vehicle was recalled. Ford sent notices in November 2007. Although my vehicle VIN is not listed this could be an oversight. How does a vehicle be in two separate accidents and not have airbags deploy? Ford acknowledged that deployment should have occurred in the first instance and replaced the air bags (again despite the fact that my vehicle is not listed on the recall) and I believe the replacement bags are equally faulty and don't conform to federal vehicle safety standard no. 208 – occupant crash protection. I filed a complaint with the NHTSA (attachment I).

I'd also like to bring to your attention the Ford Code of Conduct Handbook – Product Quality, Safety and Environmental Matters – Policy Overview –

“At Ford, Quality is Job #1. Quality is defined by our customers, and goes hand-in-hand with safety. Our customers are why we exist; their satisfaction is essential to our success. Therefore, the quality of our products and services must be our number one priority today and tomorrow.”

Is this all rhetoric? Do you stand by your policy and believe the customer is why you exist and our satisfaction is essential? If so, please respond to my inquiries in a personal manner addressing each of my concerns. Don't provide me another mis-directed communication ignoring my specific concerns.

It's disappointing that you have lost appreciation of long term customers. You simply mailed a copy of a previous letter to an address from over a year ago showing that you didn't read or consider anything from my correspondence. Is this how you value your customers? You ignore what is said and don't address the concerns or issues? You send template letters showing that we don't matter?

Customer service – From Wikipedia, - **Customer service** is the provision of service to customers before, during and after a purchase. According to Turban et al. (2002), “Customer service is a series of activities designed to **enhance the level of customer satisfaction** – that is, the feeling that a product or service has met the customer expectation.”... customer service plays an important role in an organization's ability to generate income and revenue. From that perspective, customer service should be included as part of an overall approach to systematic improvement. **A customer service experience can change the entire perception a customer has of the organization.** Some have argued that the quality and level of **customer service has decreased in recent years, and that this can be attributed to a lack of support or understanding at the executive and middle management levels of a corporation and/or a customer service policy....**

I've made my payments these last two years and I'm asking corporate America to provide me a little relief in writing off this debt by releasing me of my liability to repay. If you'd consider writing off my loan as a loss it would be very insignificant to you but a major relief to me as I send my 3 children to college.

Thank you for your time and consideration.

A

May 18, 2009

Ford Motor Company
Mr. William Ford
PO Box 6248
Dearborn, MI 48126

RE: 2008 Ford Focus, Faulty Air Bags - VIN 1FAHP35N58W [REDACTED]

This is a follow-up to my conversation today with David at the Ford Customer Relationship Center (1-800-392-3673) in which I filed an accident complaint (Ford case #176 991 1588). I understand that I will receive a letter from Ford's Office of General Counsel in 15 business days regarding this complaint.

My complaint stems from air bags that failed to deploy in an auto accident on 4/14/09. The safety feature in my 2008 Ford Focus failed to deploy when my son, [REDACTED] hit a tree head on at @ 45 mph, with a passenger.

I found online (<http://www.automotix.net/autorepair/recalls/6008-recall/>) that the 2008 Ford Focus was recalled due to air bags not properly deploying. It indicated that I may also contact the US Department of Transportation, National Highway Traffic Safety Administration (NHTSA). As such I have filed complaint #10266162 with NHTSA. The NHTSA handbook *What you need to know about air bags* reports that "air bags are typically designed to deploy in frontal and near-frontal collisions which are comparable to hitting a solid barrier at approximately 8 to 14 miles mph."

My car was in an accident 11/12/08 in which it was discovered that the passenger side air bag should have deployed and that the car had a faulty air bag sensor. Ron Dupratt Ford replaced the sensor on 1/7/09 (attachment 1) when the vehicle had 14,332 miles. This most recent accident occurred on 4/14/09 with 17,268 miles on the car. The car hit a tree head on at @ 45 mph and rolled once. Something is wrong. How can the same car be in two accidents and not have air bags deploy; much less at a speed of 45 mph hitting a tree?

I currently have a considerable expense and an enormous amount of stress on our family of what to do next. At this time I have car which is a total loss. Having been in 2 accidents in which airbags failed I'm asking the Ford Corporation to look at their product and ask "Was Quality Job 1"? Was the safety of my family Job 1?

I've been a long time Ford car owner. This was my 5th Ford vehicle. I've always been very satisfied with the quality and customer service I've received. However, you may have lost a long time Ford advocate. I bought the car for my kids feeling assured that if my kids were in an accident they would be safe with the frontal and pillow air bags. I even told a co-worker looking for a car about this great vehicle for her soon to be 16 year old. However, this experience has left me feeling a false sense of security in a Ford auto and no longer able to recommend it.

I look forward to hearing from you on how you may regain my trust and satisfaction.

Sincerely,

[REDACTED]

→ also sent
pix of interior
front

cc: customer relationship center

|

RON DuPRATT FORD

1320 North First Street
Dixon, CA 95620
(707) 693-6120
(800) 6-GO-FORD
www.ronduprattford.com

1510786

124297



INVOICE

DIXON, CA [REDACTED]
HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

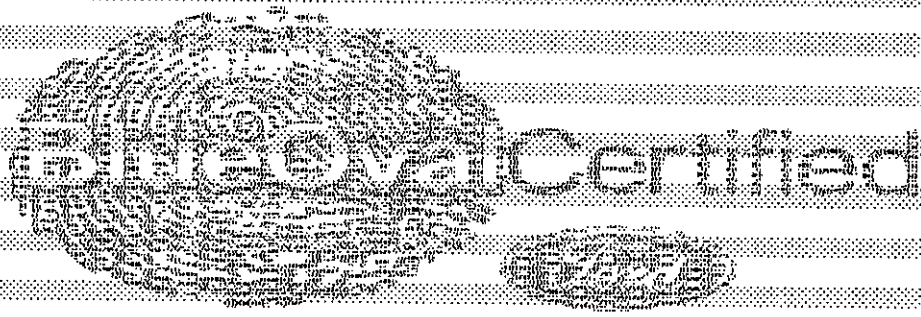
EPA# CAD60038

BAR# APO23644N

SERVICE ADVISOR: 305 BRIAN TAPPARO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
VISTA BLUE	08	FORD FOCUS	1FAHP35N58W [REDACTED]		14332/14332	T2432	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
30MAY08 IS			17:30 16DEC08		0.00	CASH	07JAN09
R.C. OPENED	READY	OPTIONS: STK: 7073 DLR: 07955 ENG: 2.0 Liter DOHC					
14:17 16DEC08	12:27 07JAN09	TRN: 442					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
PLEASE RESET SRS LIGHT							
GEN GENERAL REPAIR							
122 CESSFORD, JEFF LIC#: 5612							
CF							
					489.50	489.50	
14332 PULLED CODES B1231, B1231, B2290, B2292*26. RAN PINPOINT TEST AND FOUND A FAULTY RCM AND OCCUPANT CONTROL MODULE. RAN PINPOINT TEST FOR PRETENSIONERS FOUND A OPEN IN THE DRIVERS AND PASSANGERS PRETENSIONER. R AND R THE RCM, OCCUPANT CONTROL MODULE AND PRETENSIONER. RAN ON-DEMAND SELF TEST PASS							



" I acknowledge notice and oral approval of an increase in the original estimated price. _____ (signature or initials)" If you are not "Completely Satisfied" with your service experience, please contact our service manager at (707) 249-3719	ORIGINAL ESTIMATE \$	AUTHORIZED REVISED ESTIMATE \$	LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE/DISC. SALES TAX	TOTALS 489.50 0.00 0.00 0.00 489.50 0.00 0.00
	LABOR CHARGES ARE PER UNIT HOUR BASED UPON LABOR GUIDES AND OUR EXPERIENCE NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of invoice.		PLEASE PAY THIS AMOUNT 489.50	
CUSTOMER SIGNATURE				

B

June 19, 2009

Ford Motor Company
Product Claims Department
PO Box 70
Dearborn, MI 48121

RE: 2008 Ford Focus, Faulty Air Bags - VIN 1FAHP35N58W [REDACTED]

I'm in receipt of your letter from Michelle Hull dated June 2, 2009 requesting information from me. I need to clarify what you're requesting. Unfortunately no telephone number is provided so I hope this letter will suffice.

Item #1:

- Original photographs of the exterior and interior – I submitted 2 photos with my letter on May 18, 2009. Additionally, Ford Total Loss sent a representative out to take photos. Will these photos suffice or do I need to provide additional photos?
- Repair Estimate or Total Loss Worksheet – Ford Total Loss has determined the vehicle to be a total loss; however I wasn't provided a total loss worksheet. Do I need to pursue this with Ford or can you do this?
- Complete service history for vehicle – My service has been done by Ron Dupratt Ford. Again, is this something you already have available to you or do I have to go to the Ford service center and receive this?

Item #2

- Why do you need the injured Social Security number? I'd rather not provide this if not mandatory.

Item #3

- I submitted a letter on May 18, 2009 identifying the problem with the vehicle as the faulty air bags. Do you have this letter?

Item #5

- Why do you need to know the location of the vehicle? Ford total loss has this information on record.

If you'd please call me at [REDACTED] to answer my questions I'd appreciate it. If I'm not available please leave a call back number. Thank you.

[REDACTED]

cc: Customer Relationship Center
Mr. William Ford

*** FAX TX REPORT ***

TRANSMISSION OK

JOB NO.	0889
DESTINATION ADDRESS	913138455555
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	06/22 07:52
USAGE T	00' 35
PGS.	3
RESULT	OK

June 19, 2009

Ford Motor Company
Product Claims Department
PO Box 70
Dearborn, MI 48121

RE: 2008 Ford Focus, Faulty Air Bags - VIN 1FAHP35N58W [REDACTED]

I'm in receipt of your letter from Michelle Hull dated June 2, 2009 requesting information from me. I need to clarify what you're requesting. Unfortunately no telephone number is provided so I hope this letter will suffice.

Item #1:

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- I submitted a letter on May 18, 2009 identifying the problem with the vehicle as the faulty air bags. Do you have this letter?

Item #5

- Why do you need to know the location of the vehicle? Ford total loss has this information on record.

If you'd please call me at [REDACTED] to answer my questions I'd appreciate it. If I'm not available please leave a call back number. Thank you.

[REDACTED]

C

July 6, 2009

Ford Motor Company
Product Claims Department
PO Box 70
Dearborn, MI 48121

RE: 2008 Ford Focus, Faulty Air Bags - VIN 1FAHP35N58W [REDACTED]

Since no one has called me as I requested in my letter of June 19 (copy enclosed) I'm forced to once again submit a letter. What an unfortunate continuation of poor customer service I'm experiencing. Since I haven't received clarification as to what to submit to Michele Hull, Product Claims Team Leader I'm making my best attempt to guess. Enclosed you'll find:

Item #1: Submission of Documents

- a) **Copy of police report.** Attached is the police report as well as a supplemental document correcting information on page 1 of the report. The same information is on record with Ford Total Loss.
- b) **Medical records.** [REDACTED] aka - [REDACTED] was seen by Dixon Chiropractic 8 times as well as once by Dr. Lee at Kaiser Permanente for soft tissue back, spinal, and ankle pain. Visits have stopped due to lack of funds for the co-payments and lack of transportation. I'm unable to drive [REDACTED] (my son) to visits outside of our town due to work constraints. There are no Kaiser facilities in our town of Dixon, CA. He was going to the chiropractor on his bicycle.
- c) **Medical bills.** Receipts for co-payments paid to chiropractic and medical visits.
- d) **Original photographs of the exterior.** See e) below.
- e) **Original photographs of the interior.** Various photos enclosed. However, Ford Total Loss sent a representative [REDACTED] from Data Scan on April 30 to take photos. I originally worked with Tuan Nguyen from the Ford Total Loss unit and he coordinated the meeting. In calling back to speak with him on June 29 at about 10:40 a.m. (PT) I spoke with Katie (866.466.6310 x 83401) and she indicated that the photos taken aren't printable. Please note however that item f/g below is a printout of the Data Scan document with pictures enclosed. Perhaps you can attain access to these photos if needed.
- f) **Repair Estimate.** OR See g) below.
- g) **Total Loss Worksheet.** Ford Total Loss determined the vehicle a total loss; however I wasn't provided a total loss worksheet. On June 29 at about 10:40 a.m. (PT) I spoke with Katie (866.466.6310 x 83401) and she indicated that she has never heard of such a worksheet. I can't provide Ford GC something that Ford Total Loss doesn't provide. Please let me know if an alternate document may suffice. I have enclosed a copy of the report from Data Scan to Ford Total Loss since this is the only document Ford Total Loss sent me.
- h) **Complete service history for vehicle.** All my service has been done by Ron Dupratt Ford. Although you should have access to this information enclosed is what the service center provided me.

Item #2: Injured Information

Why do you need the injured Social Security number? Due to confidentiality I'd prefer to not provide the SSN if not needed.

Item #3: Defect of Vehicle

I submitted a letter on May 18 and a second letter on June 19 (copies enclosed) identifying the problem with the vehicle as the faulty air bags. Both letters had enclosures that should be on record with Ford Customer Relationship Center.

Item #6: Auto Insurance Contact Information

State Farm Insurance
San Jose Operations Center
PO Box 6407
Rohnert Park, CA 94927-6407
Julie Powelson
866.521.1975 ext 2
Claim Number: [REDACTED]

Item #7: What am I seeking from Ford? To regain my trust and satisfaction in Ford I'm requesting a substitution of collateral. A new Ford Focus with similar features as the vehicle I've lost.

Please call me at [REDACTED] if you need anything additional. If I'm not available please leave a call back number. Thank you.

[REDACTED]

cc: Mr. William Ford

FAX (313)
845-
5555



Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

June 2, 2009

[Redacted]

Dixon, CA [Redacted]

Re: 2008 Ford Focus SEL

Dear [Redacted]

Recently the Office of the General Counsel of Ford Motor Company was made aware of your recent contact to our Customer Relations Center in regards to the above vehicle. We thank you for the opportunity to address this concern in a timely manner.

If you have turned any portion of this matter over to your insurance company, and should you or your insurance company wish to pursue a claim with Ford Motor Company, please have your insurance company and/or you contact us in writing to the address noted above notifying us of their intent to pursue subrogation, or your intent to pursue a claim directly.

In order to evaluate this matter, we request that you provide us with all the following information by completing and returning this form:

1. Please provide a copy of each of the following documents and check the box indicating that each item is attached.

- A copy of the police/fire report. If a police/fire report was not made, attach a separate sheet of paper providing a complete description of the incident.
- Medical records for each person alleged injured from all treating physicians/facilities
- Medical bills for each person alleged injured from all treating physicians/facilities.
- Original photographs or laser copies of the vehicle's collision/fire damage from several different angles.
- Original photographs or laser copies of the inside of vehicle showing the steering wheel, dash and roof areas.
- Repair estimate or repair order
- OR
- Total loss worksheet with copies of draft payments *Not provided*
- Complete service history for vehicle including tune ups and oil changes.

2. For each person alleged injured provide the following: (If there are additional names continue on back.)

Name

[Redacted]

Name: _____

Address:

[Redacted]

Address: _____

Dixon, CA

[Redacted]

Spouse's Name: N/A Spouse's Name: _____
 DOB: [REDACTED] DOB: _____
 Soc Security#: see letter #2 Soc Security#: _____
 Occupation: Student Occupation: _____
 Injury: see letter 1b) Injury: _____

3. Please specify what you believe is defective, if anything, with your vehicle.

Air bags are faulty. Didn't deploy at high speed direct impact accident, see letter #3,

4. Has the alleged defective vehicle/part been repaired or replaced? Yes No

5. Please provide the current location of the vehicle (you may need to contact your insurance company to provide this information).

220 East C' St. Dixon, CA 95620

6. Has an insurance company been advised of this incident? Yes No
If yes, please provide name, address and phone number of insurance company and adjuster's name and claim number.

see letter #6

7. What are you seeking from Ford Motor Company in this matter?

Substitution of Collateral

Please note that we need all the information requested above to evaluate this matter. Your concern will not be evaluated until all the above information is submitted. Please feel free to provide any other additional information that may be helpful to us in evaluating this matter.

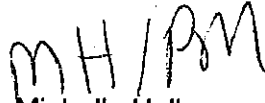
Once we are in receipt of all the requested information, it will be reviewed and you will be notified of our decision concerning your claim. Should you not send all of the requested information and materials within 90 days, we will assume that you are not interested in pursuing a claim and we will close our file. Please note that your vehicle will not be inspected until all the above information has been submitted and a determination has been made as to whether an inspection is warranted.

Should you decide to pursue a claim against Ford Motor Company, please be advised that all necessary steps should be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

If you propose to repair the vehicle for continued usage, such repairs may not be performed until after Ford Motor Company has inspected the vehicle and removed and tested any component part you claim to be defective or advised you in writing that it does not intend to

perform such inspection and/or testing at this time. But even in that event, Ford Motor Company will insist that all components claimed to be defective are maintained and preserved for trial.

Sincerely,

Handwritten signature in black ink, appearing to read "MH/PM".

Michelle Hull
Product Claims Team Leader

D

August 11, 2009

Ford Motor Company
Product Claims Department
PO Box 70
Dearborn, MI 48121

FAX: 313.845.5555

RE: 2008 Ford Focus, Faulty Air Bags - VIN 1FAHP35N58W [REDACTED]

This letter is to request confirmation that you're in receipt of my letter dated July 6, 2009 and to insure that you don't close my claim due to non-response to your letter dated June 2, 2009 from Michele Hull, Product Claims Team Leader. In addition, please provide me a status of when I might hear back from Ford.

I can be reached at [REDACTED] if I'm not available please leave a message and call back number.

Thank you,

[REDACTED]
Dearborn, MI [REDACTED]

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. 	<p>A. Signature PITNEY BOWES <input type="checkbox"/> Agent <input checked="" type="checkbox"/> Addressee</p> <p>MANAGEMENT SERVICES</p> <p>B. Received by (Printed Name) [Signature] C. Date of Delivery AUG 17 2009</p>
<p>1. Article Addressed to:</p> <p>Ford - Product Claims P.O. Box 70 Dearborn, MI 48121</p>	<p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If YES, enter delivery address below.</p> <p>3. Service Type <input type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.</p> <p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>
<p>2. Article Number 7809 0080 0001 8991 7645 (Transfer from service label)</p>	
<p>PS Form 3811, February 2006 Domestic Return Receipt 102595-02-M-1540</p>	
<p>City, State, ZIP+4 Dearborn, MI 48121</p> <p>PS Form 3800, August 2006 See Reverse for Instructions</p>	

*** FAX TX REPORT ***

TRANSMISSION OK

JOB NO.	1413
DESTINATION ADDRESS	913138455555)
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	08/12 07:39
USAGE T	00' 16
PGS.	1
RESULT	OK

August 11, 2009

Ford Motor Company
Product Claims Department
PO Box 70
Dearborn, MI 48121

FAX: 313.845.5555

RE: 2008 Ford Focus, Faulty Air Bags - VIN 1FAHP35N58W [REDACTED]

This letter is to request confirmation that you're in receipt of my letter dated July 6, 2009 and to insure that you don't close my claim due to non-response to your letter dated June 2, 2009 from Michele Hull, Product Claims Team Leader. In addition, please provide me a status of when I might hear back from Ford.

I can be reached at [REDACTED] if I'm not available please leave a message and call back number.

[REDACTED]

Dixon, CA [REDACTED]

E

*** FAX TX REPORT ***

TRANSMISSION OK

JOB NO.	1735
DESTINATION ADDRESS	913138455555
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	09/28 13:16
USAGE T	00'14
PGS.	1
RESULT	OK

September 2009

Ford Motor Company

FAX: 313.845.5555

RE: 2008 Ford Focus, Faulty Air Bags - Vin 1FAHP35N58W [REDACTED] Case # 1769911588

This letter is to request a status of my claim. Please contact me at [REDACTED]

[REDACTED]

Dixon, CA [REDACTED]

*** FAX TX REPORT ***

TRANSMISSION OK

JOB NO.	1763
DESTINATION ADDRESS	913138455555
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	09/29 15:04
USAGE T	00'13
PGS.	1
RESULT	OK

September 2009

Ford Motor Company

FAX: 313.845.5555

RE: 2008 Ford Focus, Faulty Air Bags -- Vin 1FAHP35N58W [REDACTED] Case # 1769911588

This letter is to request a status of my claim. Please contact me at [REDACTED]

[REDACTED]

Dixon, CA [REDACTED]

September 2009

Ford Motor Company

FAX: 313.845.5555

RE: 2008 Ford Focus, Faulty Air Bags – Vin 1FAHP35N58W [REDACTED] Case # 1769911588

This letter is to request a status of my claim. Please contact me at [REDACTED]

[REDACTED]

Dixon, CA [REDACTED]

*** FAX TX REPORT ***

TRANSMISSION OK

JOB NO.	1819
DESTINATION ADDRESS	913138455555
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	10/06 16:18
USAGE T	00' 24
PGS.	1
RESULT	OK

October 2009

Ford Motor Company
Product Claims Department
FAX: 313.845.5555

RE: 2008 Ford Focus SEL – Case #1769911588, VIN 1FAHP35N58W [REDACTED]

Again, I'm asking for a status of my July 6, 2009 letter to your office. Please note that I've moved and any written communication should be directed to:

[REDACTED]
Dixon, CA [REDACTED]

As always, I can be reached via cell phone at [REDACTED] at any time. I look forward to your response in the near future. Thank you.

[REDACTED]

*** FAX TX REPORT ***

TRANSMISSION OK

JOB NO.	1852
DESTINATION ADDRESS	913138455555
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	10/08 15:12
USAGE T	00'13
PGS.	1
RESULT	OK

October 2009

Ford Motor Company
Product Claims Department
FAX: 313.845.5555

RE: 2008 Ford Focus SEL – Case #1769911588, VIN 1FAHP35N58W [REDACTED]

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[REDACTED]
Dixon, CA [REDACTED]

As always, I can be reached via cell phone at [REDACTED] at any time. I look forward to your response in the near future. Thank you.

[REDACTED]

*** FAX TX REPORT ***

TRANSMISSION OK

JOB NO.	1857
DESTINATION ADDRESS	913138455555
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	10/12 14:41
USAGE T	00'13
PGS.	1
RESULT	OK

October 2009

Ford Motor Company
Product Claims Department
FAX: 313.845.5555

RE: 2008 Ford Focus SEL— Case #1769911588, VIN 1FAHP35N58W [REDACTED]

Again, I'm asking for a status of my July 6, 2009 letter to your office. Please note that I've moved and any written communication should be directed to:

[REDACTED]
Dixon, CA [REDACTED]

As always, I can be reached via cell phone at [REDACTED] at any time. I look forward to your response in the near future. Thank you.

[REDACTED]

F

November 10, 2009

Ford Motor Company
Claims Department
PO Box 70
Dearborn, MI 48121-0070

FAX: 313.845.5555

RE: 2008 Ford Focus SEL - VIN 1FAHP35N58W [REDACTED]

This is to acknowledge my recent receipt of your letter dated July 24, 2009 from Michele Hull, Product Claims Team Leader. Please note that the envelope (copy enclosed) was not metered until October 16th and then again on October 19th for additional postage. The letter was further delayed due to my recent new address (noted below.)

I understand that my claim has been forwarded to your Engineering Department for review and that this review may take up to 90 days. I assume this to be 90 business days from the date of your letter and look forward to your response in the near future.

I can be reached at [REDACTED] at anytime. If I'm not available please leave a message and call back number.

Thank you,

[REDACTED]
Dixon, CA [REDACTED]

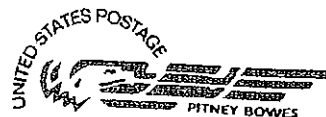
enclosure



Company
ment

18121-0070

PRESORTED
FIRST CLASS



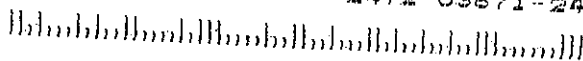
02 1A \$ 00.38²
0004629136 OCT 16 2009
MAILED FROM ZIP CODE 48126

RECEIVED IN
DAMAGED CONDITION

NFE 1 909C 00 10/24/09
ACS(-

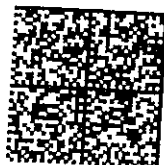
DIXON CA

BC: 95620489840 *2472-03671-24-44 -



HEBT 09582003 094200

MAILED FROM ZIP CODE 48174
0004620884 OCT 19 2009
02 1A \$ 00.05⁸
PITNEY BOWES



*** FAX TX REPORT ***

TRANSMISSION OK

JOB NO.	2078
DESTINATION ADDRESS	913138455555
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	11/10 10:53
USAGE T	00' 26
PGS.	2
RESULT	OK

November 10, 2009

Ford Motor Company
Claims Department
PO Box 70
Dearborn, MI 48121-0070

FAX: 313.845.5555

RE: 2008 Ford Focus SEL - VIN 1FAHP35N58W [REDACTED]

This is to acknowledge my recent receipt of your letter dated July 24, 2009 from Michele Hull, Product Claims Team Leader. Please note that the envelope (copy enclosed) was not metered until October 16th and then again on October 19th for additional postage. The letter was further delayed due to my recent new address (noted below.)

I understand that my claim has been forwarded to your Engineering Department for review and that this review may take up to 90 days. I assume this to be 90 business days from the date of your letter and look forward to your response in the near future.

I can be reached at [REDACTED] at anytime. If I'm not available please leave a message and call back number.

Thank you,

[REDACTED]

Dixon, CA [REDACTED]

G

December 29, 2009

Ford Motor Company
Claims Department
PO Box 70
Dearborn, MI 48121-0070

FAX: 313.845.5555

RE: 2008 Ford Focus SEL - VIN 1FAHP35N58W [REDACTED]

This letter is requesting a status to my request for a substitution of collateral (as noted in my letter dated July 6, 2009, copy enclosed). I understand per your July 24, 2009 letter my claim was forwarded to your Engineering Department for review and that the review could take up to 90 days. I believe we are now beyond 90 calendar/business days and would appreciate a response. If you need anything additional from me please let me know.

I can be reached at [REDACTED] at anytime. If I don't answer please leave a message and call back number. Thank you.

[REDACTED]
Dixon, CA [REDACTED]

enclosures(5)

cc: Mr. William Ford
PO Box 6248
Dearborn, MI 48126

January 2010

Ford Motor Company
Product Claims Department
FAX: 313.845.5555

RE: 2008 Ford Focus SEL – Case #1769911588, VIN 1FAHP35N58W [REDACTED]

Hello – do you ever feel like you’re talking to yourself? That’s how I feel with Ford. **Poor customer service.** Again, I’m asking for a status of my claim/request for a substitution of collateral. I provided everything your office asked for back in July 2009, that’s 6 months ago. I’d hope by now Ford has had an opportunity to review my documents and respond. As always, I can be reached via cell phone at [REDACTED] at any time.

Thank you

[REDACTED]

Dixon, CA [REDACTED]

H



Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

February 1, 2010

[REDACTED]
Dixon, CA

Re: 2008 Ford Focus SEL

Dear [REDACTED]

Oct 2009

Recall

We have reviewed the information you submitted to our offices with respect to the above claim. A review of the information you submitted indicates that there was not enough full frontal impact force to trigger air bag deployment. Therefore we must deny liability for this matter.

The Personal Safety System in your vehicle provides an improved overall level of frontal crash protection to front seat occupants and is designed to help further reduce the risk of airbag-related injuries. The system is able to analyze different occupant conditions and crash severity before activating the appropriate safety devices to help better protect in a variety of frontal crash situations.

Please be advised that air bags inflate only in impacts that generate sufficient deceleration. The fact that an air bag did not activate in a collision does not mean that something is wrong with the system. Rather, it means the system determined that the frontal crash severity was not sufficient to deploy the air bags. - *Yeah right - WRONG*

The main objective of the air bag supplemental restraint system is to help reduce the risk of fatalities and severe injuries; not prevent all risk of injury. Ford refers you to the Seating and Safety Restraint section of your vehicle's owner manual for further details.

Should litigation ensue from this informal claim, please be advised that all necessary steps must be taken to ensure that the subject vehicle and all of its component parts are maintained and preserved for trial. Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s) at the time of trial.

Sincerely,

Michelle Hull
Product Claims Team Leader

COPY

April 9, 2010

Ford Motor Company
Office of the General Counsel
Product Claims Department
P.O. Box 70
Dearborn, MI 48121-0070

Re: 2008 Ford Focus SEL – Case #1769911588, VIN 1FAHP35N58W [REDACTED]

In response to your letter dated February 1, 2010 indicating that there wasn't enough full frontal impact force to trigger air bag deployment and that the frontal crash severity was not sufficient to deploy the air bags. **You are wrong.**

First let me share information previously provided but missed due to Fords inability to pay attention.

1. October 2009 and several times thereafter – I informed Ford of my address change. The letter I received February 2010 is addressed to my incorrect previous address. Please update your records to the address I've noted below.
2. As noted in my letter to Ford May 18, 2009 (copy enclosed) :
 - a. This vehicle make and model had a recall due to a defect in air bag deployment.
 - b. The vehicle was in an accident in which it sustained near frontal damage and the air bag didn't deploy. It was found to have a faulty air bag sensor. The sensor was replaced by Ford in January 2009.
 - c. The NHTSA handbook *What you need to know about air bags* reports that air bags are designed to deploy in frontal and near frontal at 8 to 14 mph. The car hit tree **head on** at 45 mph. That's a variance of over 30 mph.

Information not previously provided is that Ford Total Loss and Old Republic GAP insurance sent adjusters to examine the vehicle. The adjusters indicated that the air bags **should have** deployed. It's per their recommendation that I allowed them to detach the battery. They informed me that by

detaching the battery I would avoid a false air bag deployment and possible injury while they inspected the vehicle.

- April 30, 2009 – Inspected by Data SCA (800) 556-2811 x 1517320 – Alex as requested by Ford Total Loss unit.
- April 30, 2009 - Inspected by Property Damage Appraisers (707) 838 - 4344– Brian Nygaard, Santa Rosa, CA as requested Old Republic GAP insurance.

So, apparently the photos I submitted are not worth a thousand words. Based on this information I'm rebutting your decision and am still seeking a substitution of collateral. I look forward to your response.


Dixon, CA


enclosure

J

June 28, 2010

Ford Motor Company
Attn: Michelle Hull
FAX: 313.845.5555

Re: 2008 Ford Focus SEL – Case #1769911588, VIN 1FAHP35N58W [REDACTED]

This is a follow-up to my letter dated April 9, 2010 (copy attached) in which I 'm seeking a response.
Please provide a response to the following address:

[REDACTED]
Dixon, CA [REDACTED]

*** FAX TX REPORT ***

TRANSMISSION OK

JOB NO.	4050
DESTINATION ADDRESS	913138455555
PSWD/SUBADDRESS	
DESTINATION ID	
ST. TIME	06/29 07:28
USAGE T	00' 29
PGS.	3
RESULT	OK

June 28, 2010

Ford Motor Company
Attn: Michelle Hull
FAX: 313.845.5555

Re: 2008 Ford Focus SEL – Case #1769911588, VIN 1FAHP35N58W [REDACTED]

This is a follow-up to my letter dated April 9, 2010 (copy attached) in which I'm seeking a response.
Please provide a response to the following address:

[REDACTED]
Dixon, CA [REDACTED]

[REDACTED]

K



Ford Motor Company
 Claims Department
 P.O. Box 70
 Dearborn, MI 48121-0070

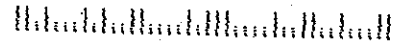
PRESORTED
 FIRST CLASS



UNITED STATES
 MAIL
 021
 0006

U41 NFE 1 BC
 NOTIFY SENDER OF NEW P
 [REDACTED]
 DIXON CA [REDACTED]

DC: 95820483040 207



EBE 95820483040

Revert 1/2



Office of the General Counsel

Ford Motor Company
Product Claims Department
P.O. Box 70
Dearborn, Michigan 48121-0070

February 1, 2010

[REDACTED]
Dixon, CA [REDACTED]

Re: 2008 Ford Focus SEL

Dear [REDACTED]

We have reviewed the information you submitted to our offices with respect to the above claim. A review of the information you submitted indicates that there was not enough full frontal impact force to trigger air bag deployment. Therefore we must deny liability for this matter.

The Personal Safety System in your vehicle provides an improved overall level of frontal crash protection to front seat occupants and is designed to help further reduce the risk of airbag-related injuries. The system is able to analyze different occupant conditions and crash severity before activating the appropriate safety devices to help better protect in a variety of frontal crash situations.

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Sincerely,

A handwritten signature in black ink that appears to read "Michelle Hull".

Michelle Hull

Product Claims Team Leader

L



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216fb

As a result of your report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed. Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

sent 5/22/09
w/ Ford Ltr + enc. d

Form Approved: O.M.B. No. 2127-0008

CHP
Ltr +
Rpt

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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 20-APR-2009
Repository:
Reference No.: 10266162

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: DIXON State: CA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this information to the manufacturer of your vehicle? YES NO
In the absence of a signature, this information is for the use of the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 5/19/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1FAHP35N58W256685
Make: FORD Model: FOCUS Model Year: 2008
Date Purchased: 5/30/08 Dealer's Name and Telephone Number: Ron Duprat Ford (707)678-5555
Original Owner: Dealer's City: DIXON, State: CA Zip Code: 95620
Engine: No: Cylinders 4 Fuel Type: unleaded
Transmission Type: Auto Antilock Brakes: Powertrain: Multiple Failure: Incident Date(s): 14-APR-2009
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage: 17000 Failure Speed: 35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: N/A Tire Model (Name or Number): Tire Size (Example P215/65R15):
DOT No. (Example: DOTM19ABC036): Original Equipment Prior Repair Failure Location:
Tire Component Code: Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A Date Manufactured: Model No./Name:
Seat Type: N/A Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 2 Number of Deaths: 0 Reported to Police: Y

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2008 FORD FOCUS. WHILE DRIVING BETWEEN 35-40 MPH, THE CONTACT LOST CONTROL OF THE VEHICLE AND STRUCK A GUARDRAIL. THE VEHICLE CAME TO REST IN A CREEK. THE AIR BAGS FAILED TO DEPLOY. THE CONTACT SUFFERED INJURIES TO THE LOWER BACK AND ANKLE. A POLICE REPORT WAS FILED. THE CURRENT AND FAILURE MILEAGES WERE 17,000.

Please refer to enclosures

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?

IT'S NOT

USE THE ENCLOSED FORM TO FILE A REPORT.

OR VISIT

WWW.SAFETYCARRS.GOV

OR CALL

VEHICLE SAFETY HOTLINE

888-327-4236

Dixon, CA



US Department of Transportation
Administrator, National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590