



State of Wisconsin
Governor Scott Walker

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(7)(D)

H

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

CL-10380672-3809

January 19, 2011

[REDACTED]
SAUK CITY WI [REDACTED]

RE: **File 533819** (*Refer to this number when contacting our agency*)
FORD MOTOR CO
STE 331 MD 3NE-B
168000 EXECUTIVE PLAZA DR
DEARBORN MI 48126

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Ford Motor Co.

The issues in your complaint may be within the authority of the agency listed below, so we are forwarding your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

If you have additional information or wish to follow-up on your complaint, please contact them at the telephone number or address listed above.

Sincerely,

Adrien L. Joyner
Consumer Information Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608-224-4939
E-mail: Adrien.Joyner@wisconsin.gov

Agriculture generates \$59 billion for Wisconsin

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WDATCP

JAN 5 - 2011

Jan. 3, 2011

Division of Trade &
Consumer Protection
Madison, WI

Ford Motor Company
Customer Relationship Center
PO Box 6248
Dearborn MI 48126

RE: 2005 FORD FOCUS ZXW WAGON
ID#1FAFP36N65W [REDACTED]

Dear Sirs,

We are the proud owner of a 2005 Ford Focus ZXW Wagon. This is our second Ford Focus Wagon, having a 2000 prior to the 2005. We have been very happy with both vehicles and have recommended it to many friends.

However, we have a recent problem we would like your help with.

A few months ago the Indicator Light for the passenger air bag came on. It continued to go on and off so we took it to the local Ford dealer to be checked .. However, we were told they would need to check it over when the Indicator Light is on.

A short time later the Indicator Light again came on so we returned to the dealer. After checking it over, they gave us an estimate for repair (see attached). However, they stated they could not guarantee this would fix the problem.

The light is on now and has been for some time. We are concerned that it is not just a problem with the light but that the air bag is actually not engaged.

Recent press releases by other auto companies show that similar problems have been handled by the other auto manufacturers on models as far back as 2004.

This is a serious safety issue and should be corrected by Ford Motor Co. at their expense.

Has this been a problem with this particular model? Has there been a recall on this model? Please address our concern and reply as soon as possible.

Thank you for any assistance you are able to provide.

Regards,

Sauk City WI

cc: Ballweg Ford
Tammy Baldwin
Department of Agriculture Trade & Consumer Protection



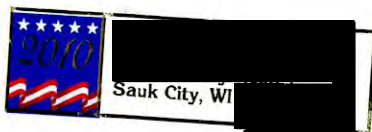
SAUK PRAIRIE

R/O- 24123	VIN 1FAFP36N65W	[REDACTED]		DATE IN 10/07/10
YEAR 2005	MAKE FORD	MODEL FOCUS ZXW	COLOR SILVER	TIME IN 07:07
MILES IN 69877	MILES OUT 69877	FIRST USE 00/00/00	LISC. SAUK CITY WI n/a	CLOSED 10:09 10/07/10
SEE ALSO	RES. [REDACTED] BUS [REDACTED] H: [REDACTED]			WRITER 9883 DAN

(1) AIR BAG LIGHT IS ON, CHECK AND ADVISE... Labor T02 10 35.00
 LIGHT WAS ON WHEN VEHICLE WAS BROUGHT INTO SH
 OP. CODE B1932 FOR DRIVERS AIRBAG CIRCUIT OPEN
 . PERFORMED PINPOINT TEST ON DRIVERS AIR BAG
 CIRCUIT AND ALL SYSTEMS PASSED. EACH CONNECTOR
 WAS UPPLUGGED AND PLUGGED BACK IN AND TERMINA
 L TENSION WAS TESTED. POSSIBLE CONCERN WITH C
 LOCK SPRING DEVICE IN STEERING COLUMN. UNABLE
 TO DUPLICATE CONCERN IN SERVICE BAY. MAY HAV
 E INTERMITTANT OPEN IN CLOCK SPRING SETUP.
 PART \$121.00 + TAX
 LABOR TO REPALCE \$200.00 + TAX
 (02-2289 JEFF-) A Total Repair (Customer)..... 35.00

Am 94
[Signature]
10/7/10

		W/C	INT.	CUSTOMER
All charges are due upon delivery unless otherwise agreed. If dealer agrees to defer payment of charges, payment in full for all charges will be due within 30 days of the invoice date. A late payment penalty of 1% per month will be imposed on all charges that are not paid when due. Motor vehicle repair practices are regulated by chapter ATCP 132 Wis. Adm. Code, administered by the Bureau of consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911. DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		TERMS No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.		
		.00		Labor 35.00
		.00		Parts .00
		.00		Sublet .00
		.00		Shop Supplie .00
		.00		Oil/Grease .00
		.00		Sub Total 35.00
		.00	.00	Tax 1.75
		.00		Tax 2 .18
		.00		Total (Cash) 36.93
Page 1 of 1 Job 24123 24123 Customer Copy		Labor Rate 99.75		

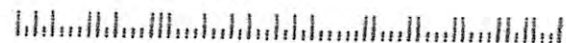


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DEPT OF AGRICULTURE TRADE & CONSUMER
PO BOX 8911
MADISON WI 53708-8911

53708+8911

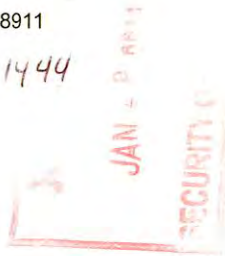




**Department of Agriculture,
Trade & Consumer Protection**

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