

APR 26 2011

NVS-200

EXECUTIVE SECRETARIAT

Woodridge, N. Y.

201 APR 25 PM 3:11 April 15, 2011

Administrator
Nat'l Highway Traffic Safety Administration
1200 New Jersey Ave. S. E.
Washington, D. C. 20590

To the attention of; ADMINISTRATOR

I have enclosed my "FORD" file regarding Vehicular damage to my handicapped 1998 Ford Windstar GL.

To date, I have been unsuccessful in reaching a fair and equitable settlement on my claim for the damage as per "RECALL" to the automobile. Neither the Ford Motor Co. of Dearborn, M. I. or the REA FORD-Lincoln-MERCURY, INC. dealership at 102 Cimarron Rd. Monticello, N. Y., has attempted to make a fair resolution on the claim.

I am asking for an intervention and/or some information on how I can reach a reasonable and fair settlement on my claim.

Thank you for your kind attention in this matter. May I have a reply to this problem?

Respectively,

encls.

MC
050911
TGW

[REDACTED]
Woodridge, N. Y. [REDACTED]

April 15, 2011

Ford Motor Co.
Customer Relationship Center
P. O. Box 6248
Dearborn, M. I. 43126

Gentlemen:

RE: 1998 Ford Windstar GL
"Enter Van Additions"
Vehicle ID# 2FMZA5143WB [REDACTED]

I am corresponding with you at this time by reason of the fact that your offer of settlement in the amount of \$2,000.00 is entirely unacceptable.

My Van was inspected at REA FORD-LINCOLN-MERCURY, INC. dealership in Monticello, N. Y. and I was advised that repairs of defects pertaining to Vehicle Recall Damages were prohibitive and I was advised that FORD CO. offered a settlement of \$2,000.00 for my Van. This vehicle is a handicapped accessible Van being as I use a Power Wheelchair to enter and exit, in order for me to be able to drive.

It is entirely unacceptable that you, as a Company do not recognize the fact that the equipment this Van has is not considered by your Company. I have asked you to reconsider your offer of settlement to increase amount above the \$2,000.00 offer rendered.

The Van cost in 1998 with complete equipment as is, would be around \$58,000.00 - \$60,000.00. I believe at this time with mileage of 109,864, should certainly be considered. The value of the Van at this time is in the amount of \$10,000.00 to \$12,000.00. If you could replace my Van for me with the necessary equipment for my disability - that would be acceptable.

I do not feel I am being unreasonable, as you must realize this Van is my "legs". I rely on it to exist as a human being with independence.

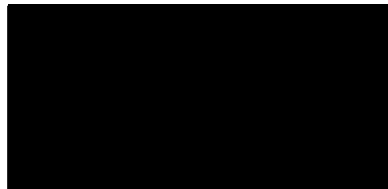
At present, the Sheriff's Dep't in Sullivan County is searching for this Van which was taken from Rea Ford premises on February 9th, 2011 while in the dealership's possession. I have been patiently waiting for a resolution and I really would appreciate as acceptable settlement.

For your information, I have been in constant communication with Rea Ford and have received no solution to my claim.

As of this date, the Sheriff's Dep't has been unsuccessful in locating my Van.

Please be good enough to reply to me by return mail with a resolution to my claim. Thank you.

Yours truly,



pg.2 of 2

cc: Rea Ford - Monticello, N. Y. 12701
Nat'l Highway Traffic Safety Administration
1200 N. J. Ave. S.E. Washington, D. C. 20590

2 ENCS: ✓ 12/22/10 letter to Rea Ford
✓ AN EXAMPLE OF HANDICAP VAN w/PRICE

[REDACTED]
WOODRIDGE, N. Y. [REDACTED]

Dec. 22, 2010

FAXED: TO: 791-1373

ATTN: BRIAN KEITH - Rea Ford-Lincoln-Mercury Inc.

RE: 1998 Ford "Windstar" - # 2FMZA5143WB [REDACTED]

Regarding above subject and the \$2,000.00 buy-out offer, I believe the offer does not take into account the handicap equipment that my van has. Please reconsider your offer to reflect hand controls, hydraulic ramp and kneeling system capable of lowering van to curb level. All added cost value on this completely handicapped van.

When rear-end did in fact break, it shifted the door, causing chain that lowers ramp up and down to break.

You stated you are unwilling to make necessary repairs, therefore I am willing to accept a more realistic settlement amount on this completely handicap Ford vehicle.

May I hear from you regarding my request for a more equitable settlement. Thank you for your consideration in this matter.

[REDACTED]



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MY VEHICLES

TIRE CENTER

Back to Search Results Listed in category: eBay Motors > Cars & Trucks > Ford > Windstar

Add to Watch list

This listing includes a full vehicle history report, courtesy of eBay Motors and AutoCheck by Experian

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1999 Ford Ebay #1 Deal

1999 Ford Windstar Wheelchair Van VMI In Floor Ramp 67K



Enlarge



Item Location: Lodi, California, United States
Time left: 4d 10h (Apr 19, 2011 22:09:39 PDT)

Price: **US \$14,900.00** *Buy It Now*
or

Best Offer: **Make Offer**

[Add to Watch list](#)

Get low monthly payments

Payment: Full payment required within 7 days of auction close.

Shipping: Buyer responsible for vehicle pick-up or shipping. Vehicle shipping quote is available.

Coverage: This vehicle is eligible for up to \$50,000 in Vehicle Purchase Protection. Restrictions Apply. (Not eligible for eBay Buyer Protection)

Vehicle History Report: Included See the full report

Seller info

wholesale-handicap-vans
(37)
100% Positive feedback

Ask a question
Save this seller
See other items

[Order an independent inspection](#)

Other item info

Item number: 180653286550
Item condition: Used
Sells to: United States

Share: [Print](#) [Report item](#)

Description **FREE** History Report Shipping Payment

Seller assumes all responsibility for this listing.

Vehicle Specifics for 1999 Ford Ebay #1 Deal

Vehicle History Report Summary

1999 Ford Ebay #1 Deal
VIN #: 2FMZA5142X8840073
Report Run Date: Apr-13-2011



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Highlights

Title Check: OK Odometer Check: OK
Accidents: None Owners: 2

[See the full Vehicle History Report](#)

AutoCheck Score

55

Below Range
under 21

Within Range 21
- 44

Above Range
over 44

Above range vs. similar 1999 Van - Mini

Vehicle Inspections

Order an inspection to learn more about this vehicle from an independent third party

Condition:

Used: A vehicle is considered used if it has been registered and issued a title. Used vehicles have had at ... [Read more](#)

VIN: 2fmza5142x8840073 [See the full History Report](#)

Mileage: 67,800 miles

Warranty: No

Vehicle title: Clear

For sale by: Dealer

Features

Body type: Minivan/Van

Transmission: Automatic

Drivetrain: -

Engine: 6 Cylinder 3.8 Liter

Fuel type: Gasoline

Disability equipped: Yes

Exterior color: Green

Interior color: Gray

[More Information](#)

EXAMPLE



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Back to Search Results | Listed in category: eBay Motors > Cars & Trucks > Ford > Windstar

Add to Watch list

i This listing includes a full vehicle history report, courtesy of eBay Motors and AutoCheck by Experian

See the report | Learn More

1998 Ford Windstar GL

WHEELCHAIR VANLOWERED FLOOR**LOW MILES**FREE SHIPPING Research 1998 Ford Windstar



Enlarge

Item Location: De Witt, Iowa, United States
 Time left: 8d 08h (Apr 24, 2011 19:00:00 PDT)
 Bid history: 0 bids

Your maximum bid: US \$ **Place bid**
 (Enter US \$777.00 or more)
 or
 Price: **US \$12,997.00** **Buy It Now**
 immediate deposit of US \$500.00 required

Add to Watch list

Get low monthly payments

Payment: Deposit of US \$500.00 within 24 hours of auction close. Immediate deposit required for Buy It Now. Full payment required within 7 days of auction close.

Shipping: Buyer responsible for vehicle pick-up or shipping. Vehicle shipping quote is available.

Coverage: This vehicle is eligible for up to \$50,000 in Vehicle Purchase Protection. Restrictions Apply. (Not eligible for eBay Buyer Protection)

Vehicle History Report: Included See the full report

Seller info

Top-rated seller
 team_thief (1141 ☆)
 100% Positive feedback
 Ask a question
 Save this seller
 See other items

Visit store: TEAM_THIEL

Order an independent inspection

Other item info

Item number: 270735758983

Item condition: Used

Sells to: Worldwide

Share: | Print | Report item

Description FREE History Report Shipping Payment

Seller assumes all responsibility for this listing.

Vehicle Specifics for 1998 Ford Windstar GL

Vehicle History Report Summary

1998 Ford Windstar GL
 VIN #: 2FMZA5149WBD94961
 Report Run Date: Apr-14-2011



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Highlights

Title Check: OK Odometer Check: OK
 Accidents: Issue found Owners: 8

See the full Vehicle History Report

AutoCheck Score

10

Below Range under 21 Within Range 21 - 44 Above Range over 44

Below range vs. similar 1998 Van - Mini

Vehicle Inspections

Order an inspection to learn more about this vehicle from an independent third party

VIN: 2FMZA5149WBD94961 See the full History Report
 Mileage: 81,285 miles
 Warranty: No
 Vehicle title: Clear
 Condition: Used

Features

EXAMPLE



Woodridge, NY



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

