

CL-10437134-1045

NOV 18 2011



Egg Harbor Twp., N. J. [REDACTED]

Home: [REDACTED]

November 14, 2011

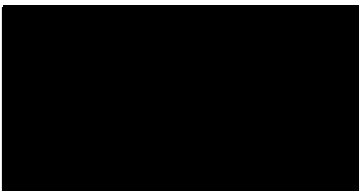
US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defective Investigations  
NVS 210  
1200 New Jersey Avenue  
S. E. West Building  
Washington, D.C. 20590

Re: Reference No. 398364

To Whom It May Concern:

Gentlemen, I have called your office, and told you my problem, and the above is the address you told me to send this information to. Included in this information is the last letter I wrote to Ford Motor Company which is self explanatory. Plus, pictures of the accident itself. Also include are pictures of my wife, [REDACTED] and myself from the accident. The problem is, I want to know why the airbags did not deploy. Ford's position is that they are not responsible. I have asked them in previous correspondence to check out the car. We agreed to a date where the car is located, but they never showed up. They made a decision without ever seeing the car. I need your help for someone to tell me why these airbags did not go off. You can see pictures of my wife who took the brunt of the accident, and she is now under 24 hour supervision by a home caregiver and it looks like she will be like that for the rest of her life. I know I am just a small cog, and I shouldn't be fighting a large company like Ford, but someone had to stand up for us. As you can see, I have written to them certified mail, and as I expected, they do not even have the courtesy to answer me.

I hope that you will be able to help me. Thank you in advance for your consideration in this matter.



Cc: M. Hull, Products Claims Teams Leader, Office of the General Counsel, Ford Motor Company

Mc  
11-22-11  
RW

Michelle Hull, Product Claims Team Leader

Office of the General Counsel

**Ford Motor Company**

Product Claims Department

P.O. Box 70

Dearborn, MI 48121

First, let me introduce myself. My name is [REDACTED] Egg Harbor Township, NJ, [REDACTED]. This refers to an accident that took place on February 4<sup>th</sup>, 2010. It was reported to you by my attorney Jay Branderbit; Kent & McBride, P.C. Attorneys at law. 1617 John F. Kennedy Boulevard. Suite 1200 Philadelphia, Pa. 19103, (215)568-1800. The first correspondence was March 5<sup>th</sup>, 2010. I have taken this file away and dismissed my attorney on this subject and I'm going to take this over.

I've read through all the correspondence and see that you asked for all kinds of information and you were sent doctor reports, police reports, pictures of the accident, pictures of my wife, etc... I was driving, and only received a black eye. As you know the air bags did not deploy.

The car has been under cover at my sons home since then and we requested that someone from Ford, or a Ford representative come out to look at it. Incidentally, the Geico law suit has been settled. From the correspondence, everything you asked my attorney to send you, he did. Except for one item, the electronic module data read out authorization. This was supposed to be filled out by your representative. Appointments were made but Ford did not show up. In your correspondence of June 9<sup>th</sup>, 2010, you told me that you have the right to check the car. We told you where it was, and you didn't show up. In June of 2010 you again mentioned the restraint control module. We again gave you the address and still you did not show up. Your correspondence of September 29<sup>th</sup>, 2010 said there was not sufficient full frontal impact to trigger air bag deployment and you said that you have no liability. I have my owners guide for the 2003 Crown Victoria and nowhere under air bags can I find anything about frontal crashes or how fast you have to be going in order for the air bag to deploy. And I couldn't find anything about a full moon, storm, hurricane, etc. that would set it off. In a September 29<sup>th</sup>, 2010 correspondence, you again mentioned restraint control module, but if your representative doesn't show up there is no way for you to obtain this information.

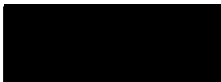
Now I refer to a letter from January 11<sup>th</sup>. This requested medical records on both of us which you had received before. That letter also mentions the damage to my wife's face. The worse part being what little sight she had was taken away because of the accident. You received correspondence that we had just left Dr. David Roell. Ten minutes after we left his office, the accident occurred. He was checking her eye pressure and the sight she had. All her reports came out okay. Ten to fifteen minutes later, it was all gone. She had also had cornea transplant

prior to the accident. The improvements this had provided were destroyed. The letter of January 11<sup>th</sup>, 2011 fully explains this.

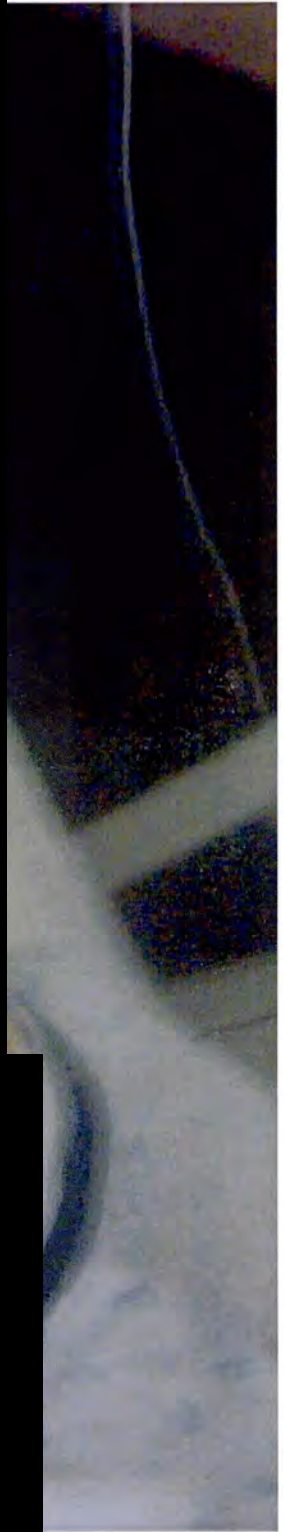
As far as I'm concerned, you have everything you need. I am sending this letter certified, return receipt requested. I will wait one week from the day the letter is mailed to you. If I don't hear from you I am going to contact the National Highway Traffic Safety Administration. I will send them our documentation thus far and request they investigate this matter and inspect the car.

I look forward to your response.

Sincerely,

A solid black rectangular redaction box covering the signature area.



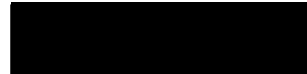




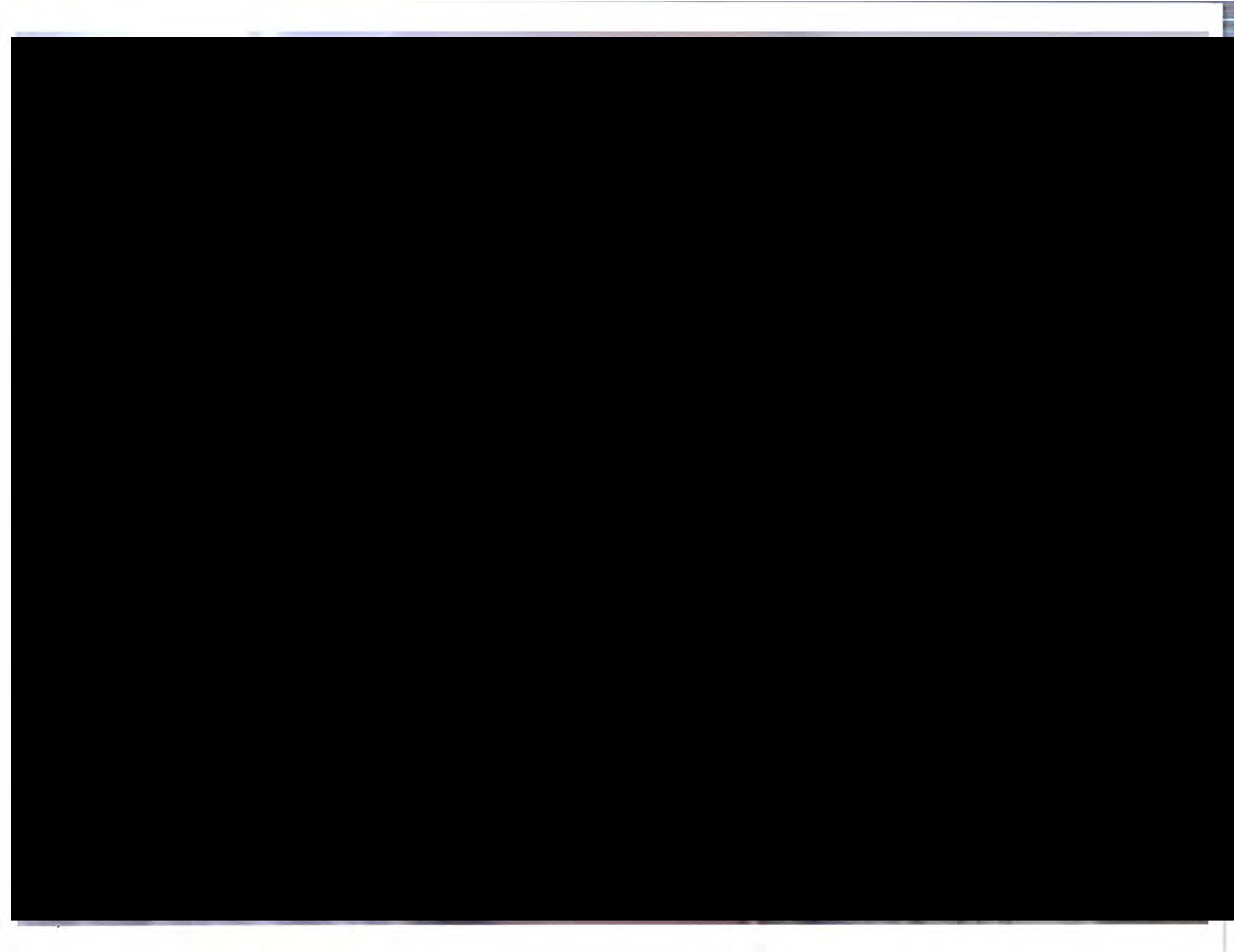
P.S.

I would like to request information on the 2003 Crown Victoria. Were there any recalls due to air bags or any other problems with this car.

Thank you,

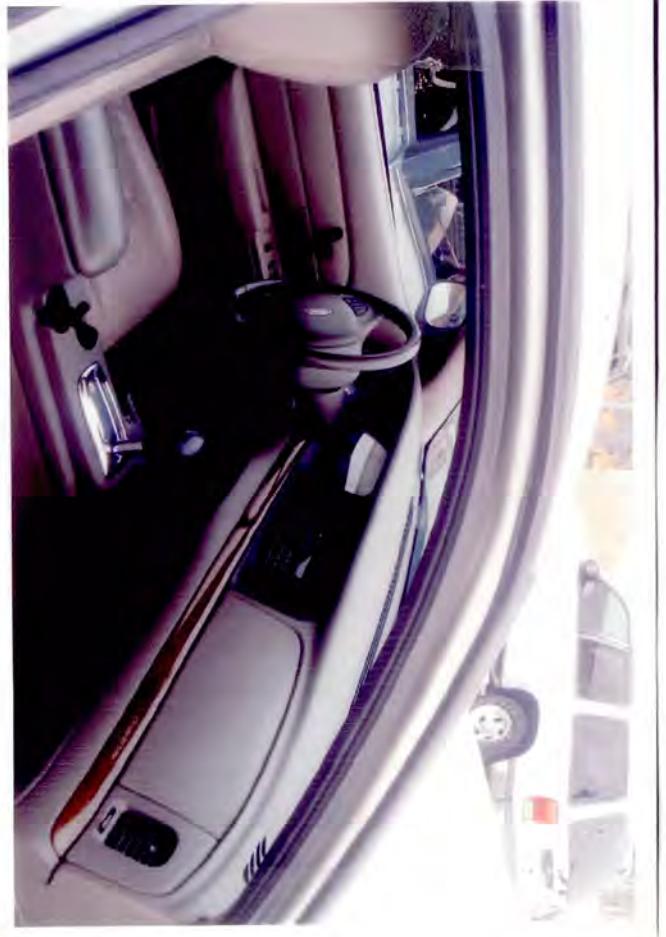
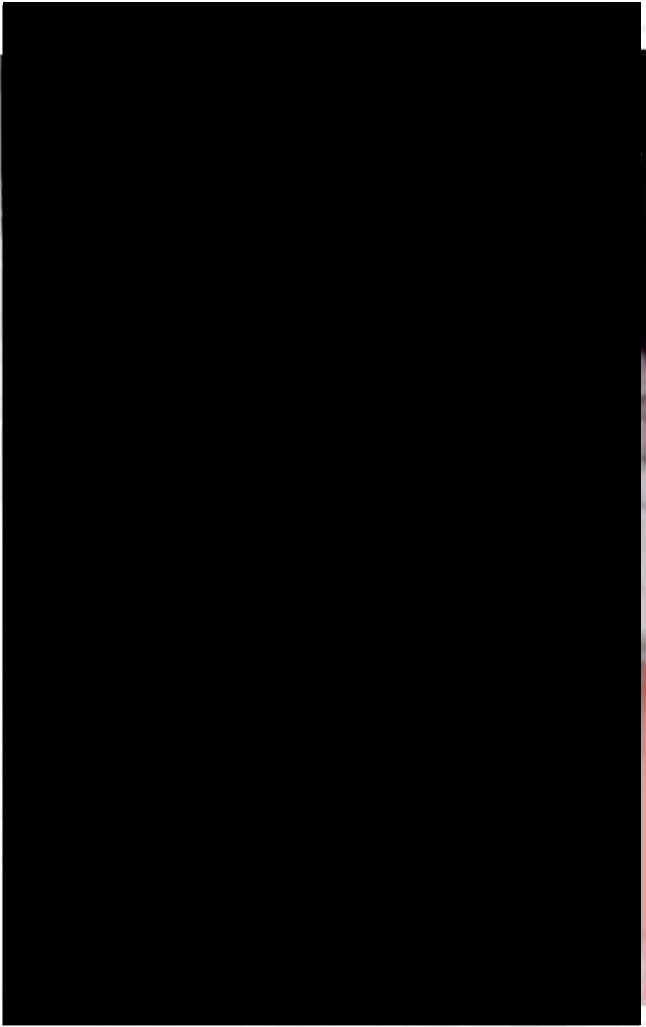












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*W48-226*

*U.S. DEPT. OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.  
OFFICE OF DEFECTIVE INVESTIGATIONS  
NVS 210  
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WASHINGTON, D.C.*

[Redacted]

*20590*

[Redacted]