

CI-10437134-5994

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

SEP 12 2012

September 6, 2012

Us Department of Transportation
National Highway Traffic Safety Administration
Office of Defected Investigations
NVS210
1200 New Jersey Ave
South East West Building
Washington, DC 20590

Ref: 10437134

I've corresponded with you before and I'm sending a copy of the letter. You weren't able to help me but maybe now you can help me with the following. In the three years that I have been fighting with Ford, there is one question they will never answer. I've asked them to let me know if my car whose identification you have enclosed, if my car has ever been recalled for any reason airbags, etc. There must be a way for you to find out. I've given you the identification of the car, which should help you. I don't understand why they will not answer this question. Unless they have something to hide. I would appreciate an answer as soon as possible.



MC
091312
TW

DEAR REGISTERED OWNER:
HERE IS YOUR NEW REGISTRATION. WE APPRECIATE THE OPPORTUNITY TO SERVE YOU.

R100703576

Sharon A. Harrington
Sharon A. Harrington, Chief Administrator



VEHICLE REGISTRATION



PLATE NO: [REDACTED] GOOD THRU: 11/2010
VIN: 2FAPF74W13X [REDACTED]
FOR 2003 4 DR C V WC: B
[REDACTED] PASSENGER 08
DL: [REDACTED]
EGG HARBOR TW NJ [REDACTED] RENEWAL [REDACTED] PT:HD
FEE: 64.50 RP [REDACTED]

[REDACTED]
EGG HARBOR TW NJ [REDACTED]

[REDACTED]



Office of the General Counsel

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

December 20, 2011

[REDACTED]
Egg Harbor, NJ [REDACTED]

RE: 2003 Ford Crown Victoria
VIN: 2FAFP74W13X [REDACTED]

Dear [REDACTED]

This letter is in response to your correspondence regarding your claim

Customer satisfaction is one of the primary objectives of Ford Motor Company. We commit substantial resources and diligent efforts in a sincere attempt to address the concerns of our customers. We regret not being able to assist you further; our review of the information provided indicated that the previous determination is appropriate. Therefore, we will not make any adjustments or revisions to our earlier decision.

Also, there appears there may have been some miscommunications regarding the Restraint Control Module. Ford Motor Company was not aware of and never confirmed an inspection with your attorney. Ford advised that if you would like us to further evaluate this claim, we would need to obtain the Restraint Control Module from your vehicle. The restraint control module (RCM) could be removed and replaced by any Ford Dealership. Further, the Electronic Module Data Readout Authorization form needs to be signed by the current owner of the vehicle and not a Ford representative. The form need to be returned to the undersigned before Ford can download the information from the restraint control module.

I am resending the RCM request to you under a separate cover should you want Ford to further evaluate this claim.

Ford will evaluate this claim in light of any new information provided in response to the download of the RCM.

Thank you for the opportunity to consider your request.

Respectfully yours,

Michelle Hull
Product Claims Team Leader
OGC Product Litigation



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

1200 New Jersey Avenue SE.
Washington, DC 20590

March 28, 2012

[REDACTED]
Egg Harbor Township, NJ [REDACTED]

NVS-216 mec
Ref. No. 10437134

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation. Due to the unprecedented amount of correspondence received by this office, we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. The NHTSA investigation and recall process can be located on our web site at www.odi.nhtsa.gov/recalls/recallssearch.cfm.

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236).

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.



[REDACTED]
Egg Harbor Twp, NJ, [REDACTED]
[REDACTED]

Us Department of Transportation
National Highway Traffic Safety Administration
Office of Defected Investigations
NVS210
1200 New Jersey Ave
South East West Building
Washington, DC 20590

Re: Reference Number: 398364

Gentlemen,

On November 14th, 2011, I sent you a letter copy enclosed. The letter was self explanatory. I sent pictures and anything else having to do with the situation. Today is February 3rd, 2012, and you haven't given me the courtesy of a reply. Which really shouldn't surprise me seeing as you work for the government and when you saw ford on the letter, why bother with a slob like me. Somehow, someday, I will notify the proper personnel when I find who they are, such as senators or congressmen, how you treated a ordinary citizen.

[REDACTED]

[REDACTED]

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

Sincerely,

[REDACTED]

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

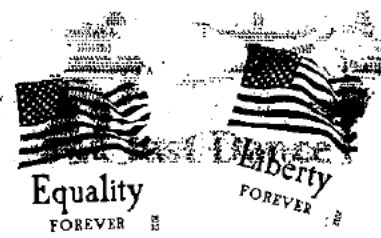


Egg Hbr Twp NJ

The Fund for Animals

UNITED STATES POSTAL SERVICE

07 SEP 2007 PM 6:1



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