

CF-10437134-9274

FEB - 7 2012

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

[REDACTED]
Egg Harbor Twp, NJ,
[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]

MC
02/07/12
DW

[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

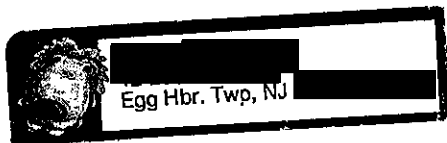
To Whom It May Concern:

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.

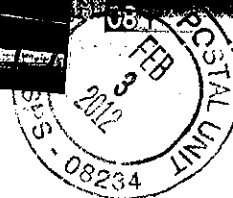
Sincerely,

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



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03 FEB 2012



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NHTL Highway Traffic Safety
Office of Defected Investigations NVS210
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