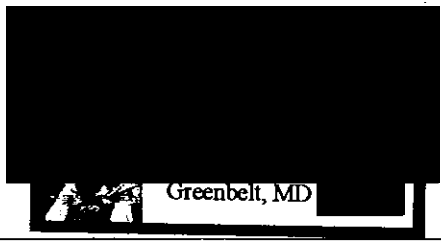


DEC 6 2011



Dec 1, 2011

CL-10440693-1142

National Highway Transportation
Safety Administration
U.S. Dept. of Transportation
1200 New Jersey Ave., SE
Washington, DC 20590

To Whom It May Concern:

Enclosed is my letter to Ford
Motor Company dated November 6,
2011, containing information on
my car and a detail of the
safety issue on 2003/2004
Mercury Grand Marquis.
Please see the "X"s for
the "safety concerns" of
my letter to Ford.

Ford has to be aware of

(2)

this headlight issue as my mechanic researched my car's problem, and 37 out of 38 "headlight failures" (headlights randomly just go out on the driver and don't click back on until a minute or two pass) are the "Lighting Control module" (see enclosed diagram courtesy of my mechanic)!

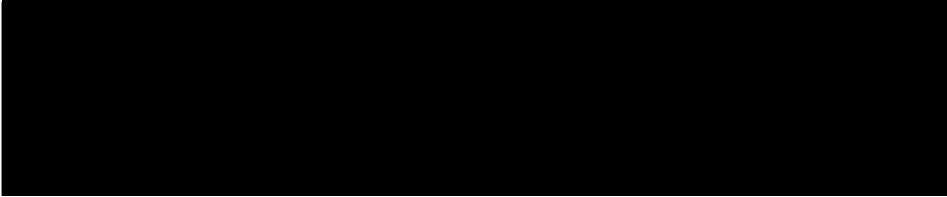
Ford wrote me a letter back (copy enclosed) dated November 16, 2011, and never addressed the safety issue of my letter. I feel this problem is a serious highway safety issue and should have been/should be a recall.

(3)

Please review the enclosed documents, and let me know what further action may be taken.

Thank you for your time.

Sincerely,



[Redacted]

Greenbelt, MD

[Redacted]

Nov 6, 2011

FORD Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121
(1-800-392-3673)

Gentlemen, to whom it may concern,

I've never owned a foreign car. My first car was a 1962 Ford Falcon Station Wagon which I learned to drive in. My brother, [Redacted], Camp Springs, MD, and my daughter, [Redacted], Glen Burnie, MD, both own Ford Mustangs. My previous car was a used 1995 Crown Vic. My former and present cars were both purchased

(2)

at Academy Ford (301)
419-2700 Address:
13401 Baltimore-Washington
Blvd., Laurel, MD 20707.

My present car is Vehicle ID:
2NEFM75WX4X [REDACTED],
2004 Mercury Grand Marquis,
purchased Dec 29, 2004,
"Certified Pre-Owned",
(8 cyl, LS model), mileage
at purchase: 17,834.
I was given \$3300 for my
Crown Vic and have paid
off my balance of \$15,341.95
prior to my retirement from
the government 1/1/2010.

My car is maintained at
Greenbelt Service Center, Inc.,
(301) 474-8348 Address:

3

161 Centerway Road, Greenbelt,
MD 20770 by the
Bailey Brothers (first Ray
who died 2008) and his
brother, Rick. Mileage 11/11 = 54,991

*

I noticed a problem
with my headlights "just
going out" end of August.
I try to drive during
daylight (and now-rain) as
much as possible since
I am retired (and now on
a "pension"). When I got
my oil changed Nov 9,
Rick Bailey informed me
the problem is not a relay
or switch, but is a costly
Lighting Control Module
- \$600 + Labor - Part's
C 2145 c and C 2145a

(4)

*

I never know when the headlights will go out, and apparently this is a problem with the 2003 + 2004 years (lucky me).

Rich says 37 out of 38 "failures" were the Lighting Control Module, researched while car in for oil change Nov 1.

This is an issue of safety... (not a starter or a belt).

I can't always drive during the day and when the headlights go out, there is no "automatic light" either!!

I have to hold in the steering wheel pass lights. This is not safe. I could be driving on a major highway I or not see a jogger when they fail.

(5)

As you can imagine, it is difficult to navigate a turn or use the turn signal while you are holding the pass light handle in at the same time.

House sales are pathetic, so I have not been able to place mine on the market to date, and I am only on a "secretarial" pursuit, so I look forward to hearing back from you as soon as possible. I cannot always "plan trips" for "non-rain" and "daylight" and this matter is one of safety which I should think I would merit a recall. ?

(6)

Thank you; awaiting resolution.
Sincerely,

[Redacted signature block]

 [Redacted]
Greenbelt, MD



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

November 16, 2011

[REDACTED]
Greenbelt, MD [REDACTED]

Case # 1491693191

Vehicle ID # 2MEFM75WX4X [REDACTED]

Dear [REDACTED]

Your recent letter has been received and reviewed.

Customer satisfaction is the primary objective of Ford Motor Company and we make every attempt to ensure that our owners are satisfied.

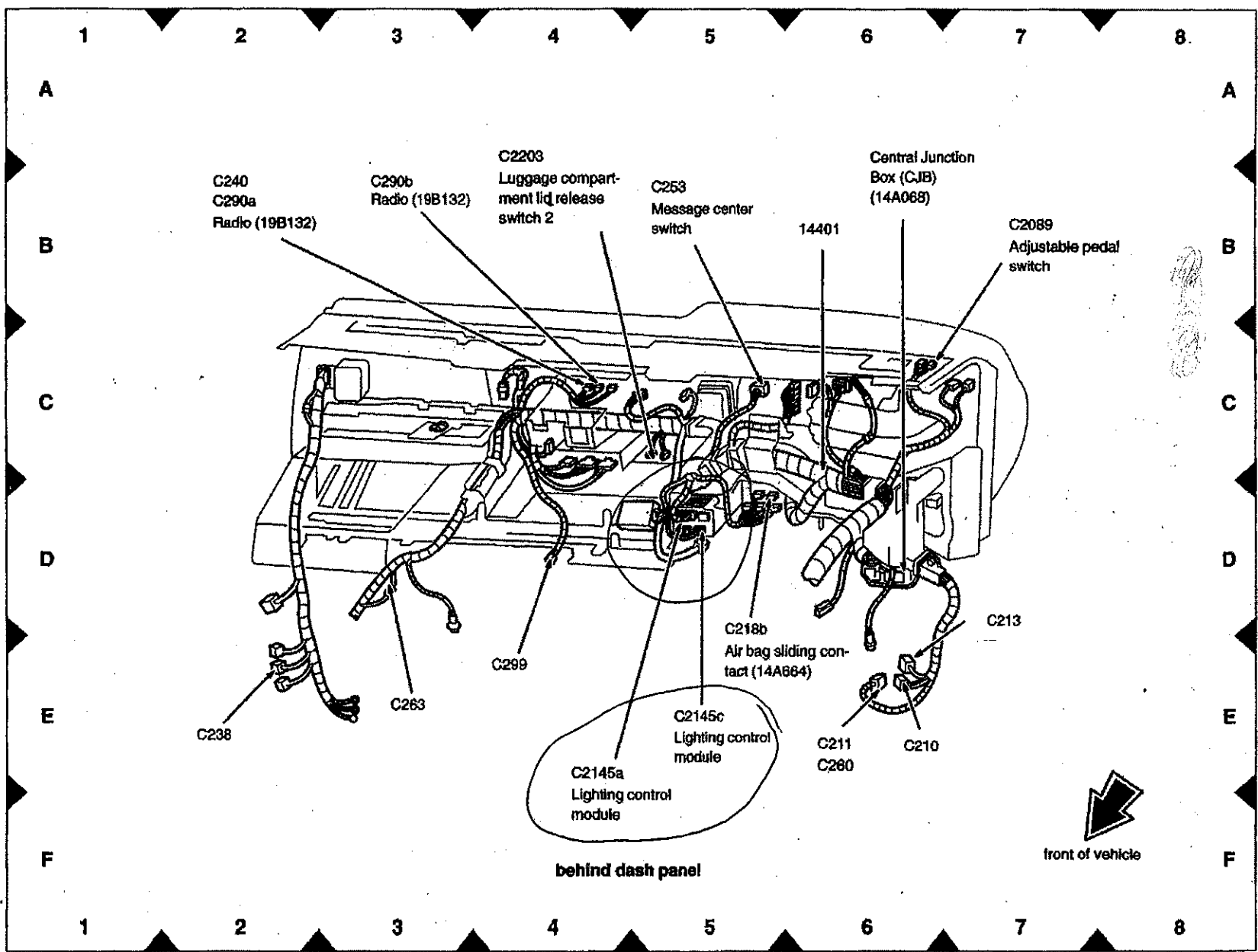
We are always willing to consider individual requests for assistance beyond the normal warranty provisions. However, we must place limits on our post warranty assistance. We regret to advise you that your vehicle is beyond those limits and we are therefore, unable to assist with the cost of any repairs.

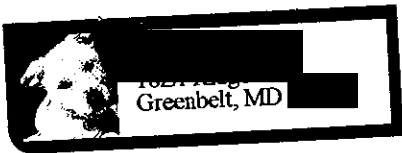
We appreciate your writing and wish that our response could have been more favorable.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Schwagle".

Jeff Schwagle
Ford Motor Company
Customer Relationship Center





National Highway Transportation
Safety Administration
U.S. Dept. of Transportation
1200 New Jersey Ave., SE
Washington, DC 20590