

C1-10441851-7855 NYS-200

DEC 22 2011



[Redacted]

December 14, 2011

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

NHTSA Headquarters
1200 New Jersey Avenue, SE,
West Building
Washington, DC 20590
Mr. David L. Strickland

I am requesting NHTSA to investigate a vehicle part (head lights control module) on 2005 Mercury Grand Marquis. The lights quit working after 10 minutes. The lights went out several times while driving early morning hours and at night. We could have been injured or could have injured someone else or even killed. The control module was replaced at a cost of \$684.54 to me. I am requesting a refund. This defect were also found in Florida Highway Patrol Ford Crown Victoria which was replaced at no cost. I am sending a copy of the invoice and a copy of the letter I sent to Ford dated October 7, 2011 with no result. I am requesting your help. I can be reached at [Redacted] or this mailing address [Redacted] Quincy, Florida [Redacted] Looking forward to hearing from you.

[Redacted]

MC
122711
TDC



HAVANA FORD, INC.
 Hwy. 27 S P.O. Box 588
 HAVANA, FL. 32333
 (850) 539-6565
 MV# 03852



CUSTOMER NO. 16107	ADVISOR MICHAEL PRIGETT 140	HAT #	INVOICE DATE 09/07/11	INVOICE NO. FDC53423
	LICENSE NO.	MILEAGE 81938	COLOR LT/GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 05 / FORD / FOCUS		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 2M1FM74W25X		SELLING DEALER NO.	PRODUCTION DATE
QUINCY, FL	ETE. NO.	R.O. NO.	R.O. DATE 09/06/11	
BUSINESS PHONE				MO: 8192

JOB# 1 CHARGES

LABOR
 J# 1 510205 HEAD LIGHTS HOURS: 1.50 TECH(S):0337 113.0
 C/S HEADLIGHTS QUIT WORKING AFTER 10 MIN.
 DIAGNOSE AND REPLACE LIGHTING CONTROL MODULE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	SW77-130700-AC	PROF SS 398411	518.07	518.0
				TOTAL PARTS	518.0

JOB# 1 TOTALS

LABOR 113.0
 PARTS 518.0

JOB# 1 JOURNAL PREFIX FOCUS JOB# 1 TOTAL 631.0

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	SHOP SUPPLIES		5.0
				TOTAL - MISC 5.0

TOTALS

*****				TOTAL LABOR....	113.0
*****				TOTAL PARTS....	518.0
*****				TOTAL SUBLET....	0.0
*****				TOTAL S.O.G....	0.0
*****				TOTAL MISC CHG....	5.0
*****				TOTAL MISC DISC....	0.0
*****				TOTAL TAX.....	47.0
*****				TOTAL INVOICE \$	684.0

THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE

PAID SEP 07 2011

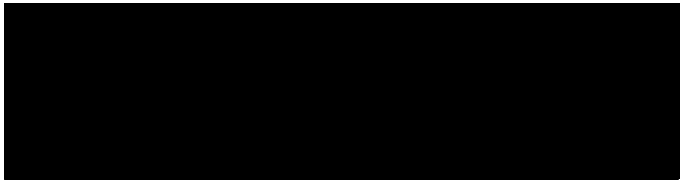


October 7, 2011

Board of Directors
Ford Motor Company
P.O. Box 685
Dearborn, MI 48126-0685

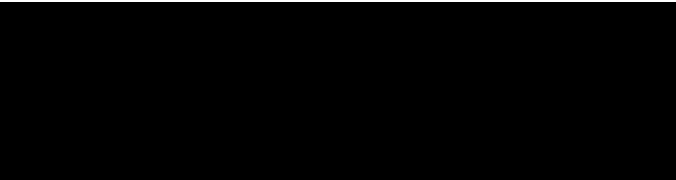
Dear Mr. William Clay Ford Jr.

We recently had our vehicle a Mercury Grand Marquis repaired. The head lights quit working after 10 minutes. The lights went out several times while we were driving. We could have been injured or injured someone else or even killed. The Vehicles have a defected part. The control module was replaced at the cost of \$684.54. Ford should repair this each time with no cost. I hope this can be resolved soon or we will contact our Attorney. We were in the process of looking for another vehicle. My wife and I have always driven a Ford product, our daughter also drive a Ford product. This control module has been a problem not only with Mercury Grand Marquis but with Ford Crown Victoria which is driven by some law enforcement agency in the state of Florida and others states. The control module has been replaced on Law enforcement vehicles. I am requesting a refund of \$684.54. I am sending a copy of the invoice number FOCS34235. I can be reached at [REDACTED] or at this mailing address [REDACTED] Quincy, Florida [REDACTED] Looking forward to hearing from you.



TALLAHASSEE FL 323

24 DEC 2011 PM 1 T



Quincy, FL



NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590
ATTN: Mr. David L. Strickland

