

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

CL-10566138-5088

[REDACTED]
Tell City, IN [REDACTED]

Email [REDACTED]

February 10, 2014

Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, MI 48121

FEB 20 2014

Re: **Safety Recall Notice 13S08 / NHTSA Recall 13V385**
2005 Grand Marquis
Vehicle ID #: 2MHFM75W85X [REDACTED]

Dear Ford:

Thank you for your October, 2013 Safety Recall Notice. As requested, my dealer, Champion Reo inspected my vehicle on 11/04/13 (copy of invoice W05970 enclosed).

It is my understanding, from your notice, that:

- 1) I will be re-notified by mail when parts are available,
- 2) You anticipate having a sufficient quantity of parts in the 1st Quarter, 2014, and
- 3) You are working closely with your suppliers to accelerate part availability.

While I was advised on 11/04/13 that my car was safe to drive, I still wish to get my car repaired as soon as parts are available and same have been delivered to Champion Reo, Service Manager, James Hodson.

Thank you for courtesies extended and for your attention to this request,

[REDACTED]

Enclosures: 2

Copy of SRN 13S08 / NHTSA Recall 13V385
Copy of 11/04/13 Champion Reo invoice W05970

cc: James Hodson
Service Manager
Champion Reo
3078 West Highway 66
Rockport, IN 47635

✓ cc: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

NM
22114
SMD



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

11/4/13 @ 10AM
James
Champion Ford Res
812 649 2990



123/091012/0320

October 2013



TELL CITY, IN [Redacted]

85771

Safety Recall Notice 13S08 / NHTSA Recall 13V385
Aviso de Revisión de Seguridad 13S08

2005 Grand Marquis
Vehicle ID #: 2MHFM75W85X [Redacted]

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the Vehicle Identification Number shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, severe corrosion of the joints on the Lower Intermediate Steering Shaft can result in a steering column separation, leading to a loss of steering control, increasing the risk of a crash.

What will Ford and your dealer do?

Ford Motor Company has authorized your dealer to replace the Lower Intermediate Steering Shaft, and inspect and service the Upper Intermediate Steering Shaft and Steering Column Lower Bearing as required, free of charge (parts and labor).

Currently, service parts are available in limited quantities. If the required service parts are not available to your dealer at the time of the repair, an interim repair may need to be performed to ensure the safe operation of your vehicle until final repairs can be performed. We recognize this may be an inconvenience, but we believe this action is in the best interests of our customers' safety.

The owners of vehicles that have the interim repairs performed will be re-notified by mail when parts are available. We anticipate having a sufficient quantity of parts in the 1st Quarter, 2014, and are working closely with our suppliers to accelerate part availability.

How long will it take?

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do?

Please call your dealer without delay and request a service date for Recall 13S08. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Do you need a rental vehicle?

If parts need to be ordered for your vehicle, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel and insurance) while parts are on order. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this recall performed to ensure the correct parts were used.

You may be eligible for a refund of previously paid repairs. Refunds will only be provided for service related to a Lower Intermediate Steering Shaft, Upper Intermediate Steering Shaft, or Steering Column Lower Bearing. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 13V385.

Thank you for your attention to this important matter.

Ford Customer Service Division

**PARTS
SERVICE**



3078 WEST HIGHWAY 66
ROCKPORT, IN 47635
Phone: (812) 649-2990 Toll Free: (877) 425-1063

PRO RATA %	TOTAL PARTS	PRO RATA %	TOTAL LABOR	TOTAL CLAIM
SUB TOTAL	ALLOWANCE	PLUS PRICE DIFF.	LESS REC.	
(CHECK (✓) APPROPRIATE BOX)				
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT		
\$ PARTS	\$ LABOR	\$ TOTAL		
Authorized Signature and Date				

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

P & A CODE
03537

X _____ THIS COPY MUST BE RETURNED FOR ADJUSTMENT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE. UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W05970

ROCKPORT IN

ROCKPORT IN

FOR OFFICE USE

VEHICLE INFORMATION

ADV: 250 HODSON, J INVOICE: PRELIM WAR W JH

VIN 2M4FM75W85X LICENSE NUMBER:

TAX RULES: NYNWN INVOICED: 11/04/2013 09:17:47

05 MERCURY OR MARQUIS L5 4DR SDN SILVER

ODOMETER IN: 85771 DIST: 1FA

DATES INSERVICE: 020105 PRODUCTION: 011205

DATES BEGIN: 11/04/13 DONE: 11/04/13

CONCERN 51 13508 STEERING COLUMN SHAFT
CAUSE RECALL
CORRECTION RECALL
FACTORY CONCERN CD: 499

OPERATION	TECH	HOURS	AMOUNT
13508GG	101	.3	

COND CODE : 82

PAYMENT DISTRIBUTION FOR INVOICE W05970

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES HODSON
YOU MAY RECEIVE A MANUFACTURER'S SURVEY FOR THIS SERVICE VISIT. THIS IS
A REPORT CARD ON US REGARDING THE TREATMENT AND SERVICE PROVIDED BY US
TO YOU. IF YOU ARE NOT COMPLETELY SATISFIED AND CAN NOT CHECK
COMPLETELY SATISFIED ON YOUR SURVEY, PLEASE CONTACT RON TABER

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LAST PAGE

THIS FORM PRINTED ON PREMIUM CARBONLESS, RECYCLABLE PAPER

ON LINE SERVICE INVOICING BY DEALER COMPUTER SERVICES, INC.

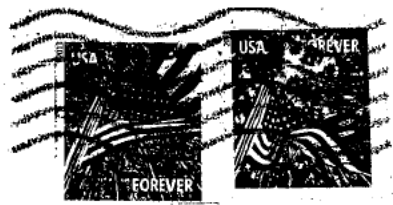
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TO REORDER FORMS OR SUPPLIES CALL 1-800-999-6348 EXT. 76214

[Redacted]
Tell City, IN [Redacted]

NEWSPAPERVILLE IN 476

20 FEB 2014 PM 2 L



Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

20590

