

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

NEF-010

CL-11029568-5523

Ford Motor Company
PO Box 6251
Dearborn, MI 48121-6251

AUG -4 2017

July 28, 2017

RE: Request for Refund for Vehicle Repair re: Safety Recall Notice 15S39 / NHTSA
Recall 16V-861 (2004 Grand Marquis VIN: 2MEHM75W34X [REDACTED])

To Whom It May Concern:

The headlights of my 2004 Grand Marquis (see VIV above) were not working properly so I paid \$169.44 for repairs (see my attached receipt and bank statement). Although I just saw the recall notice recently, I had the repair completed in May 2012 and noticed on the back of the letter that I may seek reimbursement. Please reimburse me as soon as possible since I would not have incurred these expenses had there not been a defect resulting in the recall.

Thank you for your attention this matter.

Sincerely,

[REDACTED]

Berea, OH [REDACTED]

cell phone: [REDACTED]

email: [REDACTED]

CC: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave.
S.E., Washington, DC 20590

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NAM
9-20-17
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Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



*App Made
Wed July 26th*



35801/043191/0099



BEREA, OH

*C. J. [Signature]
of [Signature]*
July 2017

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

**Safety Recall Notice 15S39 / NHTSA Recall 16V-861
Aviso de Revisión de Seguridad 15S39**

2004 Grand Marquis
Your Vehicle Identification Number (VIN): 2MEHM75W34X [Redacted]

This notice is sent to you in accordance with 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 VIN 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, it is possible that the Lighting Control Module (LCM) that supplies power to the headlights will fail. This may result in the headlights not illuminating, increasing the risk of crash at night. The headlights may have intermittent operation or flicker prior to loss of headlights. In the event of the loss of headlights, the flash-to-pass operation is still functional.

What will Ford and your dealer do?

Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to install an LCM bypass module kit, which will assume control of the headlight functions, free of charge (parts and labor).

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 15S39. Provide the dealer with your VIN, which 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.

**What should you do?
(continued)**

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.

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 LCM replacement. 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 have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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 16V-861.

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

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.

Thank you for your attention to this important matter.

Ford Customer Service Division

LYNNHAVEN
Lincoln-Mercury-Kia
 A PART OF THE SOUTHERN HOSPITALITY AUTO GROUP
 2375 Virginia Beach Boulevard
 Virginia Beach, Virginia 23454
 Telephone (757) 340-0800
 www.gteanbriarlynnhaven.com

CUSTOMER SIGNATURE

X

OFFICE COPY

\$169.44

ALL SPECIAL ORDER PARTS HAVE A 90 DAY WARRANTY. NO EXCHANGES OR REFUNDS ARE GIVEN ON SPECIAL ORDER PARTS. NO RETURNS ON SPECIAL ORDER PARTS. ALL RETURNS MUST BE WITH ORIGINAL INVOICE AND ORIGINAL RECEIPT. ALL RETURNS MUST BE WITH ORIGINAL INVOICE AND ORIGINAL RECEIPT.

DISCLAIMER OF WARRANTIES
 Any warranties on the product sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED 12 MAY 12	YOUR ORDER NO.	DATE SHIPPED 12 MAY 12	INVOICE DATE 12 MAY 12	INVOICE NUMBER
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ACCOUNT NO.

PREPAID

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CASH RTL

PAGE 1 OF 1

SHIP VIA		SLSM	B/L NO.	TERMS	F.O.B.				
		9474		CASH	VIRGINIA BEACH V				
ORD.	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT		
1	1	1	XW3Z*13404*AA	LAMP ASY	177.51	161.37	161.37	9682 0	
				*** ABOVE PART IS PREPAID ***					
				The following parts have been special ordered:					
1			XW3Z*13404*AA	LAMP ASY					
				CASHIER <i>mc</i>					
				MAY 12 2012					
				CASH CHECK <i>mc</i>					
							PARTS	161.37	9682 0
							SUBLET		
							FREIGHT	0.00	
							SALES TAX	8.07	
							TOTAL	\$16944	

Thank you and have a great day.

Carolyn

Southern
Cashier



Key Express Checking Statement

June 11, 2012

354272000648



[Handwritten signature]



(reconcile from bank statement)

Deposits

Date	Description	Amount
5-10	[Redacted]	[Redacted]
5-10	[Redacted]	[Redacted]
5-24	[Redacted]	[Redacted]
6-6	[Redacted]	[Redacted]
6-7	[Redacted]	[Redacted]
Total		[Redacted]

Withdrawals

Date	Description	Amount
5-10	Internet Trf To Client-Added Transfer Account	\$500.00
5-10	Internet Trf To Client-Added Transfer Account	300.00
5-11	POS Mac Kroger Virginia B VA	161.64
5-14	One Fish Two Fish Virginia Beach VA	96.75
5-14	POS Nyc Food Lion #039 Virginia B VA	17.52
5-14	POS Nyc Wal Sam'S Club Virginia B VA	16.38
5-14	Cvs Pharmacy #1550 Q03 Williamsburg VA	6.29
5-14	McDonald'S F3128 Williamsburg VA	6.27
5-14	Lynnhaven Lincoln Merc Virginia Bch VA	169.44
5-14	Bill Pay:Amica Insurance [Redacted]	260.02
5-14	Bill Pay:Pnc - Mc/Visa [Redacted]	220.00
5-14	Bill Pay:Dominion Virginia [Redacted]	212.28
5-14	Bill Pay:Fifth Third Bank [Redacted]	167.00
5-14	Bill Pay:AT&T Mobility [Redacted]	107.75
5-14	Bill Pay:T-Mobile [Redacted]	101.67
5-14	Bill Pay:Cox Communications [Redacted]	101.64
5-14	Bill Pay:Columbia Gas of OH [Redacted]	30.00
5-14	Bill Pay:AT&T [Redacted]	21.00
5-14	Bill Pay:Regional Income Tax [Redacted]	20.00
5-14	Bill Pay:First Energy - Cen [Redacted]	15.00
5-14	Bill Pay:Uc Physicians (Med [Redacted]	10.00
5-14	Bill Pay:Cleveland Clinic H [Redacted]	10.00
5-14	Bill Pay:Bank of America [Redacted]	10.00
5-14	Bill Pay:Chase Mastercard & [Redacted]	10.00
5-14	Bill Pay:Capital One Bank [Redacted]	10.00
5-14	Bill Pay:Capital One Bank [Redacted]	10.00
5-14	Bill Pay:Sam'S Dual Card [Redacted]	10.00
5-15	Usps [Redacted] Chesapeake VA	13.60
5-17	POS Mac Kroger Virginia B VA	88.57
5-17	Kroger Fuel #3532 Virginia Beach VA	43.91
5-21	POS Mac Kroger Virginia B VA	224.14
5-21	Dockside Restaurant & Vabeach VA	64.19
5-21	POS Mac Rite Aid Corp. Virginia B VA	43.18
5-21	POS Mac Usps [Redacted] Virginia B VA	19.15
5-21	Internet Trf To Client-Added Transfer Account	400.00

CRASH
CAMP ASSEMBLY



Member FDIC



BEREA, Ohio

CLEVELAND OH 44113

29 JUL 2017 PM 7 L



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

RE: Recall Notice
NHTSA 16V-861

20590-

