

NEF-010

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

CL-11065193-5416

[Redacted]

Jacksonville, FL

November 16, 2017

JAN 26 2018

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

Gentlemen:

More than 120 days ago, I sent a letter to the Ford Motor Company at the address listed on the top of the enclosed page and also to the address listed on the back of the document (see enclosed). My letter was sent more than 90 days after the work was done on my vehicle to install a LCM bypass replacement module per Recall 15S39. I was requesting a refund of the amount \$425.23 that I paid for having the work done previously in accord with the enclosed documents. To date, I have not received a response of any kind; not even a courtesy acknowledgement letter. The original letter from Ford Motor Company indicated that I could expect a refund within 60 Days.

Therefore, I am forced to send this letter to you informing you of the situation. Because Ford Motor Company has failed to respond to my letter from early October and it is now more than 120 days it has become apparent that Ford Motor does not intend to respond. This lack of action or a response from Ford Motor Company appears to me to be a violation of their own letter to me. If there is another organization that is responsible for hearing my complaint, let me know. Thank you.

Sincerely,
[Redacted Signature]

CC: Ford Customer Service, P.O. Box 1904

Ford Motor Company, P.O. Box 6251

AM
1-26-18
UN

[REDACTED]
Jacksonville, Fl. [REDACTED]

October, 5 2017

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

Gentlemen:

More than 60 days ago, I sent a response to your letter informing me that I was allowed a fix for the headlights – LCM bypass module kit Recall 15S39- on my 2004 Mercury Grand Marquis. In your letter it was indicated that I was to get the vehicle headlights fixed and also receive a refund of the amount that I had paid to get the headlights fixed previously. I called to confirm that Ford Motor Company in Dearborn, Michigan had received my letter and the pertinent additional documents. A copy of the pertinent documents is enclosed. Namely, enclosed are a copy of your original letter and a copy of the receipt for work done previously. That was now more than 90 days ago, back in July 2017. In your letter you indicated that I would receive a refund for the work done previously within 60 days. Clearly that has not occurred. Why not?

In any case, please send me a check for \$425.23 and the original receipt. I may be forced to file a complaint with the National Highway Traffic Safety Administrator if I am not reimbursed soon. Thank you.

Sincerely,

[REDACTED]



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



JACKSONVILLE, FL

June 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): 2MEFM74W34X

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 your 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)**

**Have you previously
paid for this repair?**

**What if you no longer
own this vehicle?**

**Can we assist you
further?**

**Para asistencia en
Español**

Thank you for your attention to this important matter.

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.

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 ECM 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.

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.

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, 4200 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.

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.

Ford Customer Service Division

SALE

004092029

265001

REF#

RPN

180530727

12/01/25

YDE

Swiped

2002

VT

\$425.23

APPROVED

THANK YOU
PLEASE COME AGAIN

CUSTOMER COPY

09/21/2016 10:49:54 AM



288 CASSAT AVE.
Jacksonville FL, 32205
Phone: 904-783-8444 Fax: 904-783-4901
YOUR ONE STOP SHOP

Invoice #
[Redacted]
MV7483

VOICE

[Redacted]
Jacksonville FL [Redacted]

2004 Mercury Grand Marquis GS

Odometer In: 113380
License: [Redacted]

Odometer Out: 113380
VIN: 2MEFM74W34X6 [Redacted]

Eng: 4.6L, V8 (281CI) VIN(W)

Description / Number	Qty	Sale	Extended	Labor Description	Extended
[Empty table body]					

Service Advisor: Fowler, Chris
Technician(s): BLAIR, DAVID; Please Select, Technician

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

I hereby authorize the above repair work to be done along with the necessary material and I hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.



Labor Total:	\$163.50
Parts Total:	\$259.53
Sublet Total:	\$0.00
Shop Supplies:	\$22.38
HazMat:	\$2.00
Discount:	\$50.00
Sub Total:	\$397.41
Tax Total:	\$27.82
Grand Total:	\$425.23
Balance Due:	\$425.23



SIGNATURE..... Date.....

WESTSIDE AUTOMOTIVE INC.
\$20.00 OFF
\$100 Purchase Except Tires
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.

WESTSIDE AUTOMOTIVE INC.
\$45.95
Used Vehicle Inspection
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.

WESTSIDE AUTOMOTIVE INC.
\$79.95
4 Wheel Alignment
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.

JACKSONVILLE, FLA.

post



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