

[REDACTED]
Wickliffe, Ohio [REDACTED]
[REDACTED]

2008 Ford Focus, VIN IFAHP35N88W [REDACTED]

4/1/2020

Ford Motor Company
William Clay Ford Jr. Exec Chairman
Jim Hackett CEO
James D. Farley, Jr Pres Global Markets
Bradley M. Gayton General Counsel
Customer Service Representative Manager
Secretary Elaine L. Chao, NHTSA National Highway Traffic Safety Administration
P.O. Box 6248
Dearborn, MI 48126

Dear Representatives,

My daughters 2008 Ford Focus had a SWITCH ASY – IGNITION failure that I have found plagues the 2007-2010 Focus, Escape, Edge Vehicles. Its a known issue and should have been recalled by Ford by the NHTSA.

If the car stalled on the highway and the driver could not restart the vehicle there life would be in Danger.

I am asking Ford Motor to refund the \$723.49 that I paid to get my daughters car fixed. Or at least help me out with part of the bill, say \$300. Bill is attached.

I believe this issue is as big as the 2004 Chevy Cavalier SWITCH ASY – IGNITION failure. In which GM recalled all the cars until fixed.

FORD CASE# [REDACTED]

Called into Ford by Brian Rebell, Service Manager at Roush Ford, Columbus, Ohio 43228
641 888-3333

FORD DENIED THE REQUEST TO COVER THE ITEM

[REDACTED]



5575 Keim Circle - Columbus, OH 43228
 Phone: (614) 888-3333 TF: 1 (800) 761-5346

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 9:00 p.m. Mon - Thurs
 7:00 a.m. to 6:00 p.m. Fri
 8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	
3/14/20	
R/O Close Date	Status
3/18/20	Pre-Invoice
Mileage In	Mileage Out
75894	75894
Service Advisor / Tag #	
DESTANIE FRIZZE/034	

COLUMBUS, OH			Work Phone	Vehicle Identification Number
			Home Phone	1FAHP35N88W
Year	Make	Model	Body	Color
2008	FORD	FOCUS	4DR SDN	EBONY
				License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#6 * Customer Reports: Sub Total: .00	
#7 * Customer Reports: OTHER: IGNITION SWITCH AND HOUSING, Caused by Verified concern found ignition switch binding up internally Tech: KEVIN FOCHT (049) 520.00 Installed 9L8Z 3511 A :HOUSING 123.10 1@83.68 83.68 Installed W302562 S300 :BOLT 1@10.00 10.00 Installed DG9Z 11572 A :SWITCH ASY - IGNITION 1@104.60 104.60 Replaced and tested with new keys ok at this time Sub Total: 718.28	
#8 * GBATT: GOOD BATTERY ADDED OPERATION Sub Total: .00	
#9 * GTIRE: TIRES CHECKED AND OK ADDED OPERATION Sub Total: .00	
10% discount	-71.83

Please Note: Financial Assistance Request for

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

SI0-200410-015



Wickliffe, OH

CLEVELAND OH 44103



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NHTSA

Secretary Elaine F. Chao

1200 New Jersey Avenue, SE

Washington, DC 20590

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