

June 12, 2023

[REDACTED]
Rahway, NJ [REDACTED]

Ford Motor Company
Customer Relationship Center
P.O. Box #6248
Dearborn, MI 48126

CC:
NHTSA
West Building
1200 New Jersey Avenue SE
Washington, DC 20590

RE: Case # [REDACTED]
RE: Safety Recall 13S08 (NHTSA Recall 13V385)

To Whom it may Concern:

I recently experienced a failure of my upper steering column due to corrosion. (Exhibits A and B) I find that due to this corrosion, my steering column was subject to failure as explicitly identified in Safety Recall 13S08 (NHTSA Recall 13V385.) In 2014 my vehicle was inspected in accordance with this recall by Orange Ford in Albany, NY. (Exhibits C and D) My car is now, according to Ford, ineligible - I spent \$1051.50 of my own money having this problem fixed. (Exhibits E and F)

I acquired my Grand Marquis in 2011 when it had 12,000 miles on it, and still drive it today with 130,000 miles. Your decision to honor the official NHTSA recall for this specific defect, by refunding me for the amount I paid getting the problem fixed, would positively impact my decision to purchase another car from Ford Motor Company going forward.

Sincerely,

[REDACTED]

BL

Exh. D

Orange Motor Co., Inc.

799 CENTRAL AVENUE • ALBANY, N.Y. 12206

PHONE (518) 489-5414

REGISTERED NO. R 301-0157
STATE OF NEW YORK MOTOR VEHICLE REPAIR SHOP



Albany's oldest dealer with the newest ideas since 1916.

ALL REQUESTS FOR DIAGNOSIS THAT DO NOT RESULT IN REPAIRS WILL BE CHARGED A DIAGNOSTIC FEE

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE	
[REDACTED]		[REDACTED]	
TRDY	NY	TRDY	NY
HOME: [REDACTED]		HOME: [REDACTED]	
FOR OFFICE USE		VEHICLE INFORMATION	
VIN: [REDACTED] 550 TONIC SR. INVOICE: [REDACTED] PELIM WAR W D		VIN 2M2M1/5V79 [REDACTED] LICENSE NUMBER: [REDACTED]	
TAX RULES: YY2NN INVOICE: 04/25/2014 08:21:41		08 MERCURY OR-MARQUIS LS 4DR SUN	
COMPUTER INT: 49431		DAYS IN SERVICE: 072508 PRODUCTION: 103107	
DATES: BEGIN: 04/25/14		DAYS: 04/25/14	
CONCERN 40	13308 STEERING COLUMN SHAFT	OPERATION	TECH HOURS
CORRECTION	PFM FROM RECALL REPLACE STEERING SHAFT	13308B	030 .4
PART NUMBER	PN#	NOTE	DESCRIPTION
FMC 5W17	30676 A		SHAFT ASY
FMC	W/13065 SA39		BOLT
FMC	W/10821 S306		WRT
FACTORY	RECALL 030 4LANI, CHUCK	GEN#:	NYND08 9243
	EM 461238676A	LINE AUTH:	PT 042514 08:21
	REPAIR TYPE 31 V011: 1 LOGS -		
PAYMENT DESCRIPTION FOR INVOICE: W51/92			
ATTENTION: ARE FOLLOWING INVOICES ALSO EXIST			
CUB - CUSTOMER/RY			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE PAUL TONIC SR.			
DID YOU KNOW THAT ORANGE MOTORS HAS 9 FORD SENIOR MASTER TECHNICIANS			
AND 2 MASTER MELINDIANS? THIS IS MORE THAN ANY FORD DEALER IN THE			
UNITED STATES. NY: REPAIR SHOP # 3010157			

REC'D BY [REDACTED]

Ray & Dana's Inman Auto Care
 286 Inman Ave.
 Colonia, NJ 07067
 732 388-4939

Repair Order # [REDACTED]
 Date : 5/11/2023 Page 1 of 1
 Orig Est #: Center : 2

THANK YOU FOR YOUR BUSINESS

Customer : [REDACTED]
 Address : [REDACTED]
 City : RAHWAY, NJ [REDACTED]
 HOME [REDACTED] Ext :
 CELL [REDACTED] Ext :

Vehicle : 2008 MERC GRAND MARQUIS LS
 License : [REDACTED] Colo : SILVER
 VIN : 2MEHM75V98X [REDACTED]
 Engine : 4.6 Trans : AUTO
 Mileage : 129558

Op	Tech	Description	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
Service Requests:							
		CLICKING SOUND WHEN TURNING WHEEL BOTH WAYS AND STEERING WHEEL GETTING STIFF - CHECK HISTORY					
CST0		EFRAI STEERING INTERMEDIATE SHAFT LOWER UNIVERSAL JOINT ROTTED AND BROKEN. REMOVE COLUMN ASSEMBLY TO GAIN ACCESS TO AND INSPECT. FOUND THAT THE STEERING SHAFT IN COLUMN IS ALSO BROKEN. WILL BE NECESSARY TO REPLACE THE STEERING INTERMEDIATE SHAFT AND STEERING COLUMN ASSEMBLY.			456.44	479.57	936.01
		NOTE STEERING COLUMN HAS BEEN DISCONTINUED FROM FORD ONLY OPTION FOUND IS A USED COLUMN. USED COLUMN CARRIES A 6 MONTH WARRANTY PART ONLY.					
	1.00		STEERING INT SHAFT			271.24	
	1.00	USED	STEERING COLUMN			208.33	
		ALG015 EFRAIALNC-ALIGNMENT AT NO CHARGE			0.00		

I hereby authorize the repair work to be done along with the necessary parts/ materials and hereby grant you &/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. "WARRANTY IS 3 YEARS UNLIMITED MILES WHICH EVER OCCURS FIRST UNLESS STATED OTHERWISE." If unsatisfied with your experience for any reason, please contact Dana

Labor : \$456.44
 Parts : \$479.57
 Sublet : \$0.00
 Other Fees : \$0.00
 shop supply : \$49.73
 Subtotal : \$985.74
 Sales Tax : \$65.31
 Total : \$1,051.05
 Paid : \$0.00
 Due : \$1,051.05

Signature X _____

PAID

██████████ - 6/12/23
2MEHM75V98X ██████████
EXHIBIT B



██████████ - 6/12/23
2MEHM75V98X ██████████
EXHIBIT A



[Redacted]
Rahway, NJ
[Redacted]

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL



7022 3330 0001 2549 9963

NET

NHTSA
West Building
1200 New Jersey Av
Washington, D.C.
20590



U.S. POSTAGE PAID
FCM LETTER
RAHWAY, NJ
07065
JUN 12, 23



Department of Transportation

To: W41-306

Building: DOT
Mailstop: 4 West
Rtg Symbol: NEC, NOA, NIA
External Carrier: PRIORITY
Sender: DOT

6/29/2023 11:49:06 AM



70223330000125499963