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COPIED

December 20, 2001

FLR
7/10/02
RECEIVED

02 JUN 14 PM 1:45

OFFICE
DEFECTS INVESTIGATION

✓
National Highway Traffic Safety Administration
400 Seventh Street SW
Washington, DC 20590

To Whom It May Concern:

In September, I received a recall notice from the Ford Motor Company. The recall stated that the front coil springs may corrode and fracture, causing tire damage. I perceived this to be a serious problem and had the front coil springs replaced by my local mechanic. Since I bought the car, I have only one car repair business that I entrust my car to and I had all my repairs done there. I have had previous problems with the local Ford repair facility and did not want to travel an extra 100 miles to have my car repaired by another Ford facility.

When I sent my bill for full reimbursement as stated in the letter, I received a letter back denying my request stating that the service had to be done by a Ford facility and that they would reimburse me only if the repair occurred before September at another facility.

The letter does NOT state that the repairs have to be done only by a Ford facility, it does NOT state that the recall only covers the springs if they are actually fractured or that if the repairs are done after September by another service facility that they would not cover the cost. This recall is for the safety of my family and I and if it is truly a safety problem, I feel that Ford should cover the charge regardless of who repairs my car, as long as the faulty coil springs are replaced.

I would appreciate any help you can give me in this matter. Thank you.

[REDACTED]
[REDACTED]
Side Lake, MN [REDACTED]

Michael
[Signature]



LUNDGREN MOTORS, INC.

"Serving the Virginia-Eveleth Area Since 1929"

Highway 53 • P.O. Box 321
EVELETH, MINNESOTA 55734

Telephone (218) 744-4821 • Fax (218) 744-5595
www.lundgrenford.com

December 17, 2001

[REDACTED]
Side Lake, MN [REDACTED]

Dear Ann:

I have received your request for reimbursement for your front coil springs on your 1998 Ford Windstar. After review of your receipt from Mathisen Tire and Service in Hibbing, it appears that you had the springs replaced on 11/26/2001. I have highlighted a section of the letter you received from Ford Motor Company regarding the extended spring coverage. It states that refunds will be processed for repairs made before the date of the letter which was September of 2001. There is also no indication that the springs were broken, the recall only covers them if they actually fractured.

I am unable to process a refund for you for the repairs made to your vehicle. The repairs to the springs were to be done at a Ford Dealer after you received notification regarding the extended coverage, since this was not done there will be no assistance from Ford for the repairs made at Mathisen Tire and Service.

There is still an open recall 01S19 to install spring shields on your 1998 Windstar, which you can have done at any Ford Dealer. If you have any questions, feel free to call us at 1-800-692-5745 or locally at 744-4821.

Thank you,

Nikki Squires
Warranty Administrator



Ford Motor Company,

P.O. Box 1904

Dearborn, Michigan 48121-1904

www.ownerconnection.com

1141

1998 Windstar

Vehicle ID#: 2FMDA514XWB [REDACTED]

01S19/01M03

September 2001

[REDACTED]
[REDACTED]
SIDE LAKE, MN [REDACTED]

|||||

Your Vehicle: 1998 Windstar

Your Vehicle Identification Number: 2FMDA514XWB [REDACTED]

Ford Motor Company is sending you this notice in accordance with the National Traffic and Motor Vehicle Safety Act.

As always, we're dedicated to your safety and the safety of your vehicle, and we ask that you please pay close attention to the following message regarding a safety-related defect in your 1998 Windstar.

What is the safety issue?

When operated in high-corrosion areas for a long period of time, the front coil springs of your vehicle may be susceptible to corrosion, which could ultimately lead to fracture. Only a small percentage of springs in affected vehicles are likely to fracture. And although it's unlikely, depending on the location of the fracture, there is the possibility of tire damage.

What Ford will do for you.

We will install protective shields around the front coil springs of your vehicle. These shields will prevent the possibility of tire puncture should the spring fracture.

Ford Motor Company will also pay for any repairs directly relating to the front coil springs of your vehicle, free of charge (parts and labor).

What should you do?

Contact your dealer as soon as possible to have the above-mentioned service performed. It is important to let your dealer know that you're calling in regard to Safety Recall 01S19. Then ask if the necessary parts are in stock to ensure they are available on your service date. If the parts are not in stock, don't worry. They can be easily ordered and delivered within about one week.

When you bring your vehicle in for service, please show this letter to your dealer. (Of course, if you misplace it, the dealer will still service your vehicle free of charge.)

How long will servicing take?

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

Is this covered by warranty?

Along with this letter, you'll find an extended coverage announcement, outlining your **free** extended warranty coverage. It covers the service, parts and labor for the front coil springs of your vehicle. For more details, please refer to the announcement inside.

If you've already paid to have service done before the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your dealer. To avoid delay, do not send receipts directly to Ford Motor Company.

Need more help?

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealer's service manager. If you have further concerns, please contact our Customer Relationship Center.

Call 1-866-436-7332 (or 1-800-232-5952 for persons with hearing impairments).

Office hours are Monday-Friday 8 a.m. to 11 p.m. EST, and Saturday from 8 a.m. to 6 p.m. EST.

Or visit us on-line at www.ownerconnection.com.

If you still have trouble getting your vehicle repaired and without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, D.C. 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

Quality Care service.

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience that this situation may cause you, we stand committed to serving and assisting you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service throughout your ownership experience.

Once again, customer safety is our number one priority at Ford Motor Company. We take that responsibility seriously and appreciate your close attention to this matter.

Sincerely,



Ann O'Neill
Director
Vehicle Service and Programs

Enclosure (1)



THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).