

November 23, 2001

by fax

Gary Weil, Mgr. Al Packer Ford
1530 N. Military Trail
W. Palm Beach, FL 33409

Re: [REDACTED] and 2001 Focus purchased 8/6/01
VIN #1FAPP33P21W [REDACTED]
Service Advisor Alex Jozefyk, Date of Service 11/21/01

566294

RECEIVED
02 JUN 27 07:11:02
OFFICE
DEFECTS INVESTIGATION

On 11/21/01 about 12:30 p.m. I LOST MY POWER STEERING ON THE ROAD. I phoned you immediately and because of the upcoming holiday, I took a chance and drove it into your facility. I couldn't even make the turn on Military Road or inside your complex.

You drove it to the station, opened the hood and reported the power fuel container was "bone dry", might need a new power pump, your mechanics would check it out. When your serviceman Alex Jozefyk wrote up the Invoice, copy att'd., you can read that he only reported "miscellaneous repair.. power steering hard to turn" which was not the situation. My power steering failed. I understand that I am under warranty with only 1300+ miles but the car history should be accurate and recorded in full, SOMEWHERE! And of course I have a concern that other parts of the car's operating system may have been compromised as I drove to your shop.

Thank you for your prompt action, repair and help in getting me safely back on the road for the holiday.

[REDACTED]
att'd. Invoice copy

OPI

6/7/02 - Note to N.H.T.S. Admin.

I'd like these facts put "on the record" to protect my warranty and life. I have 4500 mi. on the car now. My fax/phone are: [REDACTED]
[REDACTED]

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1. The first step in the process is to identify the problem. This involves gathering information about the situation and the people involved.

the Bureau and the State Department. Since the investigation of the case was being conducted by the Bureau, the State Department was not involved. The case was not a matter of international concern and the Bureau was the only agency with jurisdiction over it. The investigation was completed on May 1, 1940, and the results were reported to the Bureau. The case was then closed and no further action was taken.

SECRET

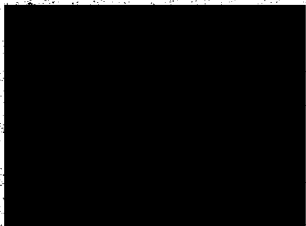
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Ms J. DeBets

R4 Focus Recall

Ford Motor Co will advise you
recall notice if your vehicle

part of the recall



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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).