



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

APR 11 2011

James P. Vondale, Director
Automotive Safety Office
Environmental & Safety Engineering

Fairlane Plaza South
330 Town Center Drive
Dearborn, MI 48126-2738 USA

April 7, 2011

Mr. Frank S. Borris, Director
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E. W45-302
Washington, DC 20590

Dear Mr. Borris:

Subject: EA08-018:NVS-213kmb

In a March 24, 2011 phone conversation with Ford personnel, the agency requested an update of reports and claims concerning Engineering Analysis (EA08-018), which was opened to investigate allegations of front suspension coil spring fracture in 2002 through 2003 model year Ford Taurus and Mercury Sable vehicles. Ford's response to the agency's request is enclosed. The search parameters, criteria, and categorizations that were used in response to this request are consistent with those used in the previous responses to this Engineering Analysis. Ford searched for reports and claims received between the date of the last search provided to the agency (August 20, 2010) through March 18, 2011.

Ford notes that some of the information being produced pursuant to this request may contain personal information such as customer names, addresses, telephone numbers, and complete Vehicle Identification Numbers (VINs). Ford is producing such personal information in an unredacted form to facilitate the agency's investigation with the understanding that the agency will not make such personal information available to the public under FOIA Exemption 6, 5 U.S.C. 552(b)(6).

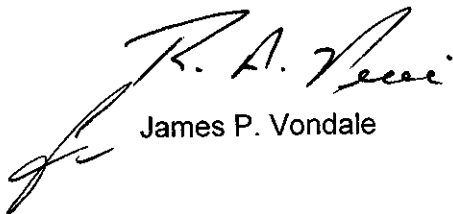
Responsive and ambiguous owner reports, field reports, and warranty claims are provided in Appendix C. Additionally, copies of two responsive legal claims are provided in Appendix E. One claimant indicates that the left front spring broke and punctured the tire while the vehicle was being driven at low speed in a parking lot. This claimant seeks reimbursement for the costs of the repairs related to the broken front spring, as well as replacement of the remaining springs and other components that had not failed.



The second claimant seeks reimbursement for a broken front spring repair. Although this second claimant alleges an "accident," he acknowledges that no police report or insurance claim was filed. Ford requested additional information from this claimant in December 2010, shortly after the initial customer contact. We have not received a response, to date. Based on the customer's description, it is likely that he is characterizing the coil spring fracture with tire puncture as an "accident" without any collision.

Please contact me if you have any questions concerning this response.

Sincerely,

A handwritten signature in cursive script, appearing to read "J. P. Vondale".

James P. Vondale

Attachment

EA08-018

FORD

4/11/2011

Appendix E

RICHARD BLUMENTHAL
ATTORNEY GENERAL



Rec'd 11-18-10

MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

**Office of the Attorney General
State of Connecticut**

November 15, 2010

Tel: (860) 808-5420
Fax: (860) 808-5587

Alan Mulally, President
Ford Motor Co.
PO Box 6248, MD 4S-B
1 American Road
Dearborn, MI 48126-2798

RE: [REDACTED]

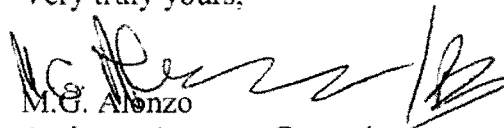
Dear Madam or Sir:

The Consumer Protection Department of the Connecticut Office of the Attorney General has received a consumer complaint involving your business. A copy of this complaint is enclosed.

Please review and respond to this complaint five (5) days of receipt of this letter, include copies of any relevant documents with your response, and **send a copy of your response to the consumer**. If you are represented by legal counsel, you may wish to notify your attorney immediately so that your attorney may respond on your behalf in a timely manner.

If this matter was resolved prior to receipt of this letter, please provide written confirmation of the resolution. We look forward to receiving your response, and take this opportunity to thank you for your time and attention to this matter.

Very truly yours,


M.G. Alonzo
Assistant Attorney General

MGA/pb
Enc.



Customers for Life
 (941) 388-FORD
 707 SOUTH WASHINGTON BLVD.
 SARASOTA, FLORIDA 34236
 www.sarasotaford.com



ALL PARTS ARE NEW
 OR REMANUFACTURED
 UNLESS OTHERWISE
 INDICATED

STATE OF FLORIDA REGISTRATION: MV-79042

P & A CODE: 01167

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE, UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INTERFERENCE FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PAINT REPAIRS OR REPLACED LIGHTS THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, THEFT, BEFORE OR AFTER. PERSONS SUPPLEMENT THIS CLAIM ARE AVAILABLE FOR 14 YEAR FROM THE DATE OF PRESENT NOTIFICATION AT THE SERVICE DEALER'S OFFICE BY TELEPHONE OR VISIT TO THE DEALER'S OFFICE.

REPAIR NO.	CUSTOMER REGISTRATION	DEALER REGISTRATION	REPAIR TOTAL

DEALER GENERAL MANAGER OR AUTHORIZED PERSON
 SERVICE SERVICE TO CUSTOMER
In compliance to your statement, Service Ford may retain information about you as described in this notice, which we hereby we stated in this notice. 1. We collect accurate personal information about you from the following sources: information you provide when you an registration or other forms, information about your communication with us, our website or other, and information we receive from a customer relating agency. 2. We may disclose all of the information we collect, as described above, to our business partners, service centers on our behalf or to other service providers with whom we have joint marketing agreements. We may make such disclosure about you at a company, network, or lower network. 3. We may also disclose accurate personal information about you to our website, customer, or other systems, or our affiliates and parties as permitted by law. 4. We cannot control or guarantee personal information about you to third parties who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards to help protect the personal information we collect about you. If you have any questions about this notice, please contact us.

Adv: 244 CRAIG CHISM Tag: 0897 License: FL 1FAFP59U7 3A Page: 2 Invoice: C 92366

Invoiced: 01/26/10 14:10:24 RS 03 FORD TAUNUS SEL 4DR W06

Parts	Part Number	PO#	Notes	Description	Qty	Sell
	FMC 3F1X 5K483 AA			LINK	1	56.08 56.08
	FMC 4F1X 5310 BA		SFO	*SPRING - FRONT -SFO	2	48.92 97.84
	FMC 3F1X 18124 CA		SFO	*SHOCK ABSORBER -SFO	1	127.03 127.03
	FMC 3F1X 18124 CB		SFO	*SHOCK ABSORBER -SFO	1	132.47 132.47
	SFO 3F1X 18124 CA			*SHOCK ABSORBER ASY	1	
	SFO 3F1X 18124 CB			*SHOCK ABSORBER ASY	1	
	SFO 4F1X 5310 BA			*SPRING - FRONT	2	
	Tech 172 SALEM, TJ					
Subtotal						
PARTS						413.42
LABOR - MECHANICAL						560.34
TOTAL CHARGE FOR CONCERN						973.76

Concern	52	Operation	Tech	Amount
Correction		MB2	172	-
Tech Notes	CUSTOMER STATES MOUNT AND BALANCE TWO TIRES MOUNT AND BALANCE TWO TIRES MB2 COMPLETE			
Parts				
	FMC 9002 1548488 0000	CONTIN	P215/60R16 ✓	
	FMC KITTIRES		TIRE HANDLING	2 2
	FMC TIRE DISPOSAL FEE	TIRES	*****	2 B
	FMC VLVSTEM	DRY	*****	2 B
	Tech 172 SALEM, TJ			
TOTAL CHARGE FOR CONCERN				234.74

PARTS	615.16	TOTAL CHARGE	1456.80
TIRE DISPOSAL FEE	3.00		
SHOP SUPPLIES	41.37	CASH DUE	1456.80
SPRINT FEE	2.00		
LABOR - MECHANICAL	700.29		
SUB-TOTAL	1361.82		
SALES TAX	94.98		
TOTAL CHARGE	1456.80		

If you have any questions - please see CRAIG CHISM
 ANY QUESTIONS PLEASE ASK YOUR SERVICE ADV. Last Page

THIS COPY MUST BE RETURNED FOR ADJUSTMENT

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

[REDACTED]
[REDACTED]
New Hartford, CT
[REDACTED]

December 21, 2010

Tina Revoir/OGC Claims
Ford Motor Company
Dearborn, MI

Re: Reimbursement Request

Dear Ms. Revoir:

With reference to your letter to me, I am enclosing the following items you requested:

- A copy of the vehicle registration
- Copies of all receipts for repairs/work done
- A copy of your letter

Some additional comments:

- I cannot locate the vehicle title, which on reflection, may have been discarded as a result of a house flood that occurred while I had been away. I am requesting a new title from the state and will forward a copy to you upon receipt.
- No pictures are available. The damage was not viewable under the collapsed left front of the car, much less camera accessible. Upon being towed to the Sarasota Ford (Florida) dealer, the base problem was diagnosed as a failed/broken left front strut spring, and the repairs needed were effected as shown on the enclosed dealer bill
- A bill by Rod's Auto Service, Winsted, CT for replacement of the two rear springs is included. These springs were replaced as an accident preventative measure in light of a net search showing ongoing/multi-year failure of Taurus springs, with subsequent risk to life and limb.
- No copy of the tow bill is available, but it was largely covered by insurance, and from memory my out-of-pocket was \$5
- Car rental bill used during repair of the car is included
- There was no insurance company payment on this repair

Thank you for your attention to this matter.

[REDACTED]
[REDACTED]

CONNECTICUT REGISTRATION CERTIFICATE

THIS CERTIFICATE IS ONLY VALID AFTER ANY COMPLIANCE ISSUES
HAVE BEEN RESOLVED AND NO PAYMENT HAS BEEN RECEIVED BY DMV

BEFORE YOU
REGISTER IN
YOUR VEHICLE

NO REGISTRATION STICKER REQUIRED

CLASS CODE 01	PLATE NUMBER [REDACTED]	EXP. DATE 01/19/13	VEHICLE IDENTIFICATION NUMBER 1FAPP59U73A	VR 03	MAKE FORD	MODEL TAURUS	BODY STYLE ST WAG	COLOR GREY	GROSS WEIGHT	STAND CAP
CLASS CODE DESCRIPTION PASSENGER		SUB CODE	SUB CODE DESCRIPTION		TOWN 092	CURRENT TAX TOWN NEW HARTFORD	AXLES 2	LIGHT WEIGHT	SEAT, CAP.	
TITLE Y	NEXT EMISSIONS TEST DATE 12/03/2011	PRINT DATE 11/19/10	PRINT TIME	TERM ID	CLOCK	TOTAL FEE \$85.00	COMMISSIONER OF MOTOR VEHICLES <i>Robert M. Ward</i>			



NEW HARTFORD CT [REDACTED]

2 PLATES ISSUED

↓ CHECK THE BOX BELOW IF YOU MAKE ANY CHANGES OR CORRECTIONS





Office of the General Counsel

Ford Motor Company
Claims Department
P.O. Box 70
Dearborn, MI 48121-0070

December 2, 2010

[REDACTED]
NEW HARTFORD, CT [REDACTED]

RE: 2003 Taurus
VIN: 1FAPP59U73A [REDACTED]

Dear Mr. [REDACTED]

We have received your reimbursement request for repairs made to your vehicle. Customer satisfaction is one of the primary objectives of Ford Motor Company, so we will diligently work with you to reach a timely resolution.

In order to begin evaluation of your claim regarding your eligibility for reimbursement, we will need the following:

- A copy of the vehicle title and registration.
- Pictures of the vehicle showing the damaged areas before the repair (both sides of the vehicle, the entire engine whole engine shots, and the front of the vehicle with the hood open and closed) or pictures of the burned parts you replaced.
- Copy of all receipts and/ or repair orders and tow bill.
- A copy of this letter.

You may mail the documents to my attention at the address listed on this letter, or fax them to me directly at (888)895-3820. Ford Motor Company is committed to providing you with a fair and expeditious response, so please be sure to provide us with all of the requested information as soon as possible.

Unfortunately, Ford Motor Company is unable to provide assistance if you have settled this matter with your insurance carrier. We also may be unable to assist you if you no longer own the vehicle.

Please be advised that in the event this matter ends up in litigation, Ford Motor Company has the right to inspect the vehicle and remove and test any component part that you claim to be defective, and to be presented with the vehicle and the subject component part(s). If you propose to repair the vehicle or conduct any other repairs you believe are related to this incident, such repairs may not be performed until after Ford Motor Company has conducted an inspection that may include the removal and testing of any component part that you claim is defective. If you want to repair your vehicle before we are able to physically inspect the vehicle or relevant component please submit a written request to me.

Thank you for your prompt attention to this matter.

Sincerely,
Tina Revoir
Tina Revoir
Legal Analyst- OGC Product Claims

ROD'S AUTO SERVICE
RTE 800 ROWLEY STREET
P.O. BOX 1083
WINSTED, CT 06098
(203) 379-4407

REPAIR ORDER # 12824

P.O. #

Date 07/15/10

Customer No	6939	Yr/Make	2003 FORD
Name	[REDACTED]	Model	TAURUS 4DR WAGON
Company	[REDACTED]	Mileage In	69661.0
Address	[REDACTED]	Out	0.0
City/St	NEW HARTFORD, CT	Plate No	CT [REDACTED]
Home Phone	[REDACTED]	Fleet No	3.0 LTR.
Work Phone	[REDACTED] Ext	VIN	FAPP591U73A [REDACTED]
		Color	GREY
		Add'l Info	

QTY	PART NAME	PART NUMBER	EACH	AMOUNT
2.00	REAR SPRINGS/FOMOCO	2F1Z-5560-BB	81.90	163.80
1.00	TRAILER WIRE HARNESS/LEV	HOP 46155	48.10	48.10

QTY	LABOR OPERATION	MECH	TIME	AMOUNT
1.00	REPLACE REAR COIL SPRINGS,CHECK SUSPENSION OVER	R	2.70	229.50
1.00	INSTALL TRAILER HARNESS	R	1.00	85.00

Paul Rod

Parts	211.90
Labor	314.50
Misc	0.00
Shop Sup	4.00
Hard Wst	4.00
SubTotal	534.40
Tax	32.06
TOTAL	566.46

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/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. You will not be held responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control.

BLVD, SARASOTA, FL

RENTAL AGREEMENT

REF#
656JS9

SUMMARY OF CHARGES

DATE & TIME OUT
01/22/2010 10:59 AM
DATE & TIME IN
01/26/2010 05:03 PM

BILLING CYCLE
24-HOUR

VEH #1 2009 FORD FOCUS 4SE
VIN# 1FAHP35N29W
LIC#
MILES DRIVEN 73

Charge Description	Date	Quantity	Per	Rate	Total
REFUELING CHARGE	01/22 - 01/26				\$0.00
				Subtotal:	\$138.35

Taxes & Surcharges					
GOVERNMENT SURCHARGE	01/22 - 01/26	5	DAY	\$2.00	\$10.00
SALES TAX	01/22 - 01/26			7%	\$10.50
VLF REC - VEHICLE LICENSE FEE	01/22 - 01/26	5	DAY	\$0.33	\$1.65
				Total Charges:	\$160.50

Total Amount Due

\$0.00

PAYMENT INFORMATION

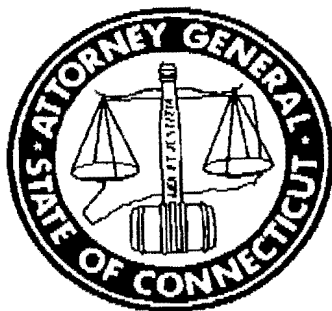
AMOUNT PAID **TYPE**
\$160.50 Visa

CREDIT CARD NUMBER
XXXX

CAR RENTAL

RICHARD BLUMENTHAL
ATTORNEY GENERAL

No. 6891 P. 1/6
110 SHERMAN STREET
Hartford, CT 06105
Phone (860) 808-5420
FAX (860) 808-5587



Date: December 14, 2010

To: David G. Leitch
Office of the General Counsel
Ford Motor Company

Fax: 313-845-7512
313-390-3308

Re: [REDACTED]

From: Sandra Arenas
Assistant Attorney General

The Department of Consumer Protection of the Office of the Attorney General received the attached consumer complaint from Mr. [REDACTED]. On November 15, 2010 the attached complaint was sent to Alan Mulally, President of Ford Motor Company however we did not receive a response.

It appears that the same defect Mr. [REDACTED] is complaining about in his letter was subject to a recall to the 1999 and 2001 Taurus. Kindly respond to the complaint within five (5) business days of receipt of this letter; please be sure to provide a copy of your response to the complainant.

We look forward to receiving your response, and take this opportunity to thank you for your time and attention to this matter. You may also respond by email to sandra.arenascharles@ct.gov.

NOTICE: This telecopy transmission and any accompanying documents may contain confidential or privileged information. They are intended only for use by the individual or entity named on this transmission sheet. If you are not the intended recipient, you are not authorized to disclose, copy, distribute or use in any manner the contents of this information. If you have received this transmission in error, please notify us by telephone immediately so that we can arrange retrieval of the faxed documents.

RICHARD BLUMENTHAL
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-3294

Office of The Attorney General
State of Connecticut

November 15, 2010

Tel: (860) 808-5420
Fax: (860) 808-5587

Alan Mulally, President
Ford Motor Co.
PO Box 6248, MD 4S-B
1 American Road
Dearborn, MI 48126-2798

RE: [REDACTED]

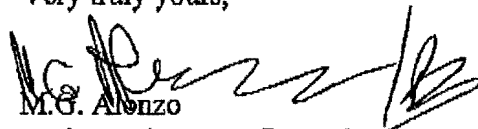
Dear Madam or Sir:

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Please review and respond to this complaint five (5) days of receipt of this letter, include copies of any relevant documents with your response, and send a copy of your response to the consumer. If you are represented by legal counsel, you may wish to notify your attorney immediately so that your attorney may respond on your behalf in a timely manner.

If this matter was resolved prior to receipt of this letter, please provide written confirmation of the resolution. We look forward to receiving your response, and take this opportunity to thank you for your time and attention to this matter.

Very truly yours,


M.G. ANZO
Assistant Attorney General

MGA/pb
Enc.

RICHARD BLUMENTHAL
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-3394

Office of The Attorney General
State of Connecticut

November 15, 2010

[Redacted]
New Hartford, CT [Redacted]

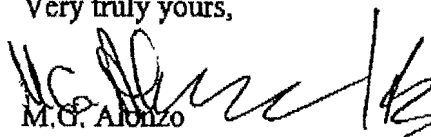
Dear Mr. and Mrs. [Redacted]:

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the National Highway Transportation Safety Administration, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,


M.G. ALONZO
Assistant Attorney General

MGA/pb
Enc.

NHTSA
Office of Objects Investigation/CRD
NVS - 216
1200 New Jersey Ave. SE
Washington, DC 20590

366684

CAU

[REDACTED]
[REDACTED]
New Hartford, CT
[REDACTED]

October 4, 2010

Attorney General Richard Blumenthal
State of Connecticut
Hartford, CT

Dear Attorney General Blumenthal:

I am enclosing correspondence I have had with the Ford Motor Company, which deals with a high-risk product failure that occurred on my 2003 Ford Taurus.

This involved a breaking of the left front coil spring, which promptly punctured and flattened the left front tire, thankfully at a low, and not highway speed. An Internet search showed that this condition had been ongoing for years on Tauruses, with numerous customer complaints being registered from model year 1999 onward.

Yet Ford continued to manufacture Taurus cars through those years, knowing the part they were installing had a history of failure, and were placing the buyers of their product at a high risk. It is hard to conceive of a worse example of corporate irresponsibility and callous disregard of safety, life, and limb.

Ford needs to face their responsibility. Are there grounds for action by the Attorney General's office?

[REDACTED]

[REDACTED]

[REDACTED]
New Hartford, CT
Phone: [REDACTED]

May 19, 2010

President Alan Mulally
Ford Motor Company
Dearborn, MI

Dear Mr. Mulally:

I own a 2003 Taurus station wagon, which I used for a 1000+ mile Florida vacation trip this year, traveling at highway speeds.

Several days after arriving in Florida, while in a parking lot driving at a slow speed, there occurred a loud metallic grinding sound, followed immediately by a hiss sound with an instant collapse of my left front tire.

I had the car towed to a local Ford dealer, and the diagnosis was that the left front spring had broken, slashing the inside of the left front tire.

An internet search showed this was a multi-year recurring problem with Taurus springs.

But, Ford kept making Taurus's through those years, installing springs they knew to be suspect and had a history of failure, thereby placing Ford owners at highest risk. Needless to say if my own spring failure had occurred at highway speeds, the likelihood is that I would not be around to write this letter

The dealer repair cost me \$1456.80, which under the circumstances, I don't feel I should be paying. I am therefore submitting the bill to you for reimbursement, and that amount does not address my towing nor car rental costs, nor replacement of the rear springs I must now presume will also fail.

Cordially,

[REDACTED]



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

June 7, 2010

[REDACTED]
New Hartford, CT [REDACTED]

Case # 1600370490

Vehicle ID # 1FAFP59U73A [REDACTED]

Dear Mr. [REDACTED]


Your recent letter has been received and reviewed.

Customer satisfaction is the primary objective of Ford Motor Company and we make every attempt to ensure that our owners are satisfied.

We are always willing to consider individual requests for assistance beyond the normal warranty provisions. However, we must place limits on our post warranty assistance. We regret to advise you that your vehicle is beyond those limits and we are therefore, unable to assist with the cost of any repairs.

We appreciate your writing and wish that our response could have been more favorable.

Sincerely,


Jeff Schwagle
Ford Motor Company
Customer Relationship Center



366684
CAW

[REDACTED]
New Hartford, CT
[REDACTED]

October 4, 2010

Attorney General Richard Blumenthal
State of Connecticut
Hartford, CT

Dear Attorney General Blumenthal:

I am enclosing correspondence I have had with the Ford Motor Company, which deals with a high-risk product failure that occurred on my ~~2003 Ford Taurus~~

This involved a breaking of the ~~left front coil spring~~, which promptly punctured and flattened the left front tire, ~~thankfully~~ at a low, and not highway speed. An Internet search showed that this condition had been ongoing for years on Tauruses, with numerous customer complaints being registered from model year 1999 onward.

Yet Ford continued to manufacture Taurus cars through those years, knowing the part they were installing had a history of failure, and were placing the buyers of their product at a high risk. It is hard to conceive of a worse example of corporate irresponsibility and callous disregard of safety, life, and limb.

Ford needs to face their responsibility. Are there grounds for action by the Attorney General's office?

Yours truly,

[REDACTED]

[REDACTED]
[REDACTED]
New Hartford, CT [REDACTED]

Phone: [REDACTED]

May 19, 2010

President Alan Mulally
Ford Motor Company
Dearborn, MI

Dear Mr. Mulally:

I own a 2003 Taurus station wagon, which I used for a 1000+ mile Florida vacation trip this year, traveling at highway speeds.

Several days after arriving in Florida, while in a parking lot driving at a slow speed, there occurred a loud metallic grinding sound, followed immediately by a hiss sound with an instant collapse of my left front tire.

I had the car towed to a local Ford dealer, and the diagnosis was that the ~~left front spring had broken, slashing the inside of the left front tire.~~

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[REDACTED]

[REDACTED]
[REDACTED]

David G. Leitch
General Counsel
c/o Ms. Leanne Boone
Legal Department
Ford Motor Company

RE: Complaint by [REDACTED] against Ford Motor Company

-
Dear Attorney Leitch:

The Consumer Protection Department of the Office of the Attorney General received a consumer complaint involving Ford Motor Company. We would appreciate your review and response to the complaint, as well as any suggestions for a potential amicable resolution. Kindly respond to the complaint within three (3) business days of receipt of this letter; **please be sure to provide a copy of your response to the complainant.**

Please include copies of any substantiating documents which relate to this complaint with your response to this office and to the complainant. If the matter has been resolved, please provide us with written confirmation. **All communications must be in writing.** We look forward to receiving your response, and take this opportunity to thank you for your time and attention to this matter.

Very truly yours,

M. G. Alonzo

Assistant Attorney General
Office of the Attorney General
110 Sherman Street
Hartford, CT 06105

Phone: 860.808.5420

Fax: 860.808.5587

Email: mercedes.alonzo@ct.gov

URL: <http://ct.gov/ag/>



"Please consider your environmental responsibility before printing this e-mail."

-
CONFIDENTIAL INFORMATION: The information contained in this e-mail is confidential and protected from general disclosure. To the extent that this communication was drafted for the purpose of attempting to settle a disputed claim, it is inadmissible pursuant to state rules of evidence regarding compromise and offers to compromise, F.R.E. 408 and any other state or federal evidentiary rules. If the

12/1/2010

RICHARD BLUMENTHAL
ATTORNEY GENERAL



Rec'd 11-18-10

MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

November 15, 2010

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RE: [REDACTED]

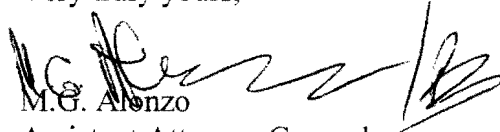
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M.G. Alonzo
Assistant Attorney General

MGA/pb
Enc.

366684
CAU

[REDACTED]
New Hartford, CT

Phone: [REDACTED]

October 4, 2010

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Dear Attorney General Blumenthal:

I am enclosing correspondence I have had with the Ford Motor Company, which deals with a high-risk product failure that occurred on my 2003 Ford Taurus.

This involved a breaking of the left front coil spring, which promptly punctured and flattened the left front tire, thankfully at a low, and not highway speed. An Internet search showed that this condition had been ongoing for years on Tauruses, with numerous customer complaints being registered from model year 1999 onward.

Yet Ford continued to manufacture Taurus cars through those years, knowing the part they were installing had a history of failure, and were placing the buyers of their product at a high risk. It is hard to conceive of a worse example of corporate irresponsibility and callous disregard of safety, life, and limb.

Ford needs to face their responsibility. Are there grounds for action by the Attorney General's office?

Yours truly,

[REDACTED]

[REDACTED]
New Hartford, CT

Phone: [REDACTED]

May 19, 2010

President Alan Mulally
Ford Motor Company
Dearborn, MI

Dear Mr. Mulally:

I own a 2003 Taurus station wagon, which I used for a 1000+ mile Florida vacation trip this year, traveling at highway speeds.

Several days after arriving in Florida, while in a parking lot driving at a slow speed, there occurred a loud metallic grinding sound, followed immediately by a hiss sound with an instant collapse of my left front tire.

I had the car towed to a local Ford dealer, and the diagnosis was that the left front spring had broken, slashing the inside of the left front tire.

An internet search showed this was a multi-year recurring problem with Taurus springs.

But, Ford kept making Taurus's through those years, installing springs they knew to be suspect and had a history of failure, thereby placing Ford owners at highest risk. Needless to say if my own spring failure had occurred at highway speeds, the likelihood is that I would not be around to write this letter

The dealer repair cost me \$1456.80, which under the circumstances, I don't feel I should be paying. I am therefore submitting the bill to you for reimbursement, and that amount does not address my towing nor car rental costs, nor replacement of the rear springs I must now presume will also fail.

Cordially,

[REDACTED]

[REDACTED]



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

June 7, 2010

[REDACTED]
New Hartford, CT [REDACTED]

Case # 1600370490

Vehicle ID # 1FAFP59U73A [REDACTED]

Dear Mr. [REDACTED],

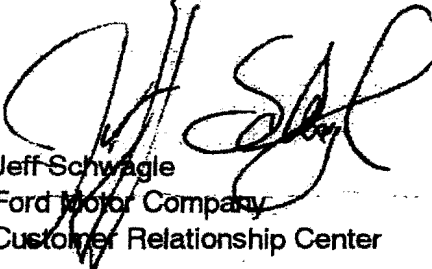
Your recent letter has been received and reviewed.

Customer satisfaction is the primary objective of Ford Motor Company and we make every attempt to ensure that our owners are satisfied.

We are always willing to consider individual requests for assistance beyond the normal warranty provisions. However, we must place limits on our post warranty assistance. We regret to advise you that your vehicle is beyond those limits and we are therefore, unable to assist with the cost of any repairs.

We appreciate your writing and wish that our response could have been more favorable.

Sincerely,


Jeff Schwagle
Ford Motor Company
Customer Relationship Center



EA08-018

FORD

4/11/2011

Appendix E

BEGINNING OF CONTACT
12/22/2010

VOICE OF THE CUSTOMER TRACKING SYSTEM

07.55.28

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REGION: G1 CHICAGO	OGC ISSUE	CASE NBR: 1358023550.
VIN: 1FAFP532X3G [REDACTED]	ZONE: A06	OPENED: 2010/12/21
	ENGINE: 2	VEH TYPE: C
		CLOSED: 2010/12/21

=====

LAST NAME: [REDACTED]	FIRST NAME: [REDACTED]	STATUS: CLOSED
TITLE: MR		Mi:
ADDRESS: [REDACTED]		
CITY: ROCKFORD	STATE: IL	ZIP: [REDACTED]
HOME PHONE: [REDACTED]		
MODEL YEAR: 2003	MODEL: TAURUS	
MILEAGE: 98000		
DEALER NAME: ANDERSON'S ROCK RIVE	SALES CODE: F41495	P & A: 09575
REASON CODE: 0772 LEGAL - ACCIDENT		
SYMPTOMS: 306600 TIRES/WHEELS TIRE FAILURE		

ORIGIN: CACI38 - US CONCERN CASE BASE COMMUNICATION: PHONE
ACTION: 791 - ADVISE CUSTOMER INFO WILL BE SENT TO OGC
DOCUMENT: ANALYST: PCLAR120 CLARK (PCLAR120),PATRICIA

DATE: 2010/12/21 TIME: 10.06.17 :
ACTION DATA/COMMENTS:

CUSTOMER SAID: -FRONT SPRING BROKE, PUNCTURED TIRE, CAUSED AN ACCIDENT, NO INJURY, VEH TOWED TO A TIRE SHOP AND PURCHASED 4 NEW TIRES;-CANNOT MOUNT TIRES BECAUSE SPRING WILL NOT ALLOW IT;-RESEARCHED AND FOUND RECALL FOR OTHER YEARS BUT NOT THIS AND WANT FMC TO COVER REPAIR;1. DATE OF THE ACCIDENT: 12/20/10;2. WHAT THE CUSTOMER IS ALLEGING THE PRODUCT DEFECT IS THAT CAUSED ACCIDENT: FRONT SPRING PUNCTURED TIRES3. IF THERE WERE ANY INJURIES SUSTAINED: NO.4. LOCATION OF THE VEHICLE WHEN THE ACCIDENT OCCURRED: DRIVING DOWN A STATE HIGHWAY;5. WHETHER OR NOT THERE WAS A POLICE REPORT FILED: NO;6. IF A POLICE REPORT WAS FILED, WHAT THE FINDINGS WERE: NA;7. THE POLICE REPORT NUMBER AND THE CITY OR COUNTY IN WHICH THE REPORT WAS FILED: NA8. WHETHER OR NOT THE CUSTOMER HAS FILED A CLAIM WITH THEIR INSURANCE COMPANY: NO;9. IF A CLAIM HAS BEEN FILED WITH THE INSURANCE COMPANY, WHAT IS THE STATUS OF THE CLAIM: NA10. WHETHER OR NOT THE VEHICLE IS REPAIRABLE. YES11. NAME AND ADDRESS OF CUSTOMER'S ATTORNEY (ONLY IF THE CUSTOMER MENTIONS THEY HAVE SOUGHT ONE). NONE12. WHAT THE CUSTOMER IS SEEKING: COVERAGE FOR SPRING REPAIR;CRC ADVISED: I WILL FORWARD YOUR INFORMATION TO FORD'S OFFICE OF THE GENERAL COUNSEL. YOU SHOULD RECEIVE A WRITTEN RESPONSE WITHIN 15 BUSINESS DAYS TO YOUR CONCERN. NOTE TO CCR: REMEMBER TO VERIFY ALL CUSTOMER CONTACT INFORMATION AND DOCUMENT INCIDENT/ACCIDENT DATE PRIOR TO SENDING ISSUE. ***USED DLR TO DOCUMENT ONLY;-WILL HEAR FROM FMC BY 1/14/2011;