

## Baker, Donna (D.J.)

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**From:** Fronckowiak, Todd (T.M.)  
**Sent:** Wednesday, October 02, 2013 10:37 AM  
**To:** Jennifer.Timian@dot.gov  
**Subject:** FW: Regional FSA VIN Summary  
**Attachments:** 04V-332.pdf; 05V-030.pdf; 10V-385.pdf; 11V-030.pdf; 11V-385.pdf; 13V-081.pdf

Jennifer,

Thank you for confirming our reporting requirements, and, per your request, please find representative copies of the owner letters attached.

Just FYI – 4 of the 6 attached letters had also been emailed to [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov).

Best Regards,

*Todd Fronckowiak*

Assistant Director  
Global Automotive Safety and Compliance  
Automotive Safety Office  
Ford Motor Company  
Phone: (313) 337-6777 | Cell: (734) 837-9409

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**From:** [Jennifer.Timian@dot.gov](mailto:Jennifer.Timian@dot.gov) [<mailto:Jennifer.Timian@dot.gov>]  
**Sent:** Monday, September 30, 2013 5:45 PM  
**To:** Fronckowiak, Todd (T.M.)  
**Cc:** Ott, David (D.J.); Tuneff, Mark (M.S.)  
**Subject:** RE: Regional FSA VIN Summary

Thanks Todd.

Please do send representative copies of the owner letters that were issued as to each of the campaigns.

Also, as to the 13V081 recall, and in addition to the six quarters of reporting on its overlooked VINs, please add the overlooked population to the recall's population on the quarterly reports that are still owed on that campaign (at least 3 if memory serves).

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**From:** Fronckowiak, Todd (T.M.) [<mailto:tfroncko@ford.com>]  
**Sent:** Wednesday, September 25, 2013 11:16 AM  
**To:** Timian, Jennifer (NHTSA)  
**Cc:** Ott, David (D.J.); Tuneff, Mark (M.S.)  
**Subject:** Regional FSA VIN Summary

Jennifer,

Please find the attached document summarizing the regional FSA VIN issue, owner mailing status, and process robustness actions we discussed last week.

Best Regards,

*Todd Fronckowiak*

Assistant Director

Global Automotive Safety and Compliance  
Automotive Safety Office  
Ford Motor Company  
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Ford Motor Company  
 Ford Customer Service Division  
 P. O. Box 1904  
 Dearborn, Michigan 48121



15/000008/0001

September 2013



R. FILE  
 330 TOWN CENTER DR  
 STE 500  
 DEARBORN, MI 48126-2796

**Safety Recall 05S27 / NHTSA Recall 05V-030**

2005 Focus  
 Vehicle ID #:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in all 2000 – 2004 and some 2005 model year Focus 4-door, 4-door wagon, and 5-door vehicles originally sold in, or currently registered in corrosion states.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with Ford and Lincoln dealers, is to provide you with the highest level of service and support.

**What is the issue?**

In recognized high corrosion areas of North America, the rear door latches on your vehicle may experience corrosion in the pawl pivot area. This may prevent proper engagement of the pawl into the catch, and could make it difficult to close the rear door. Eventually, this could progress to a point where the rear door might not latch properly. If not latched properly, the door may open while driving and an unrestrained occupant could fall out of the vehicle, increasing the risk of injuries.

**What will Ford and your dealer do?**

Ford Motor Company and your dealer will inspect, clean, and lubricate the rear door latches, and install a lower rear door seal and informational label, free of charge (parts and labor). As a courtesy maintenance, dealers will also lubricate the front door latches even though the front door latches are not part of this recall. We urge you to return to your dealer for this service as soon as possible.

**How long will it take?**

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

**What are we asking you to do?**

Please call your dealer and request a service date for Recall 05S27. Provide the dealer with the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions.

**Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Do you need a rental vehicle?**

In rare cases where a rear latch does not pass the inspection, it will be replaced. If a replacement latch is not available to repair your vehicle the same day you bring it to the dealership for service, your dealer is authorized to provide a rental vehicle at no charge (except for fuel and insurance) while your vehicle is at the dealership for repairs.

**Have you previously paid for this repair?**

If you paid to remedy the issue addressed in this notice, you may be eligible for a refund.

To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original paid receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Detailed information regarding eligibility for Ford's reimbursement program and documentation requirements may be obtained by contacting the Ford Customer Relationship Center at 1-866-436-7332. Owners who have previously paid for this repair still need to have the recall described in this letter performed.

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

**Can we assist you further?**

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 5:00PM (Your Local Time). If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com)

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to [www.safercar.gov](http://www.safercar.gov). Reference NHTSA Safety Recall 05V-030.

Thank you for your attention to this important matter.

Ford Customer Service Division