

10108818

October 24, 2004

2004 DEC -7 PM 4:33

Reno, NV

F. M. Ligon
Director
Service Engineering Operations
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

RE: 2000 Mountaineer
Vehicle ID#: 4M2DU86PYU
Recall Number: 03S04 - Driver Seat Recliner Bolt

Dear Mr. Ligon,

Thank you for alerting me as to the safety problem for my 2000 Mercury Mountaineer in your Recall Notice received on 9-12-2004. It is comforting to know that the Ford Motor Company, as demonstrated by your Service Engineering Operations, is intent on resolving this problem without delay. It is unfortunate that the Ford Service Agent contacted in Reno has apparently not captured the spirit of customer focus, and quality mind-set that your Organization has exhibited.

An overview of my attempt to have this safety fault alleviated follows.

On 9-15-2004, I selected and contacted Jones West Ford, as the closest Ford Service Agent among those in the Reno area on your Internet Listing. The Jones West Appointment Attendant seemed more interested in whether I had purchased the car at this dealership, than she was in the Recall Number. I could not get an appointment earlier than 9-28-2004, seemingly because I did not purchase the vehicle at this dealership. I agreed to a 7:30 a.m. appointment on that day. I was told Mr. Jay Benton would be my Service Representative for this appointment.

On 9-27-2004, I received a courtesy call from Donna at Jones West Ford to confirm my appointment. On 9-28-2004, I arrived for my appointment at about 7:30 AM. At about 8:00 a.m., a Service Representative approached me about my service needs. I told him I was there for Recall Number 03S04 repairs and my Service Representative was Jay Benton. (I found out later, this person was Mr. Jay Benton.) He made a cursory inspection of my vehicle, and suggested a radiator flush. At his request I drove my vehicle to a staging area. I told him I would wait at the service center while the two-hour repair was completed.

NAC
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12/13/04

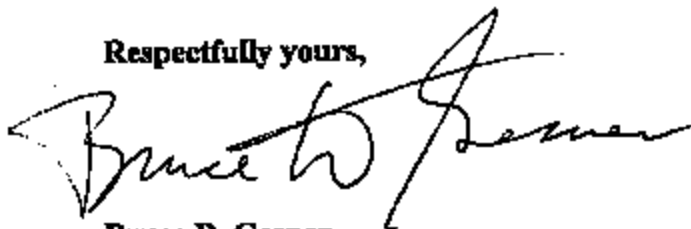
At 9:15 a.m. Mr. Benton told me the Parts Department did not have the necessary parts. I asked why I received a courtesy call yesterday confirming my appointment on the present day, if the parts were not available. He said they ran out of the parts yesterday. I disappointedly left Jones West Ford with Mr. Benton's requested Business Card.

On 9-30-2004 I received what appeared to be an invoice for the repair service. I called Mr. Benton for clarification. He said the documentation was just to clear the paperwork for the call, not to indicate the service was completed. Mr. Benton told me he would call me for an appointment when the parts arrived.

On 10-11-2004, I received a long distance call from a person who identified himself as representing Jones West Ford and who wanted to do a satisfaction survey on the service visit of 9-28-2004. I told him the repair was not done and therefore anything to do with the service was not in the least satisfactory.

I still await Mr. Benton's call and the promised appointment for this Recall service. I remain most disappointed at the continued lack of any sense of urgency on the part of Jones West Ford directly, and the Ford Motor Company indirectly in the pursuit of this safety fault.

Respectfully yours,



Bruce D. Gesner

Cc: Mr. Tim Hurd, NHTSA

November 1, 2004

F. M. Ligon
Director
Service Engineering Operations
Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

RE: 2000 Mountaineer

Vehicle ID#: 4M2DU86PYUJ22885
Recall Number: 03S04 – Driver Seat Recliner Bolt

Dear Mr. Ligon:

This is a follow-up to my letter of October 24, 2004 regarding Recall Number 03S04. The frustration with Jones - West Ford continues.

On 10-25-2004 I had a voice message from Mr. Benton who asked me to call him for a service appointment. He indicated the appropriate parts for the Recall service had arrived.

On 10-26-2004 I called Mr. Benton to arrange an appointment. Mr. Benton told me he had erred. The part actually had not arrived and he would call me for an appointment as soon as it did.

Forty-one days had passed since I first called Jones - West Ford to arrange for this Recall repair. In disgust, I decided to go elsewhere.

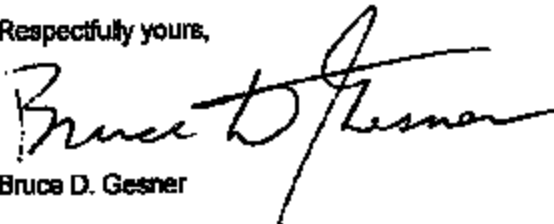
On 10-28-2004 I called Lithia Lincoln Mercury of Reno. In my entire interaction with Lithia, I did not mention the ordeal at Jones - West Ford. The response at Lithia was exemplary. I was given an immediate appointment for the safety fault service. When I arrived at Lithia Mr. Jay Fatino, my Service Adviser greeted me heartily and promised the service would be completed as soon as possible. Approximately two hours later Mr. Fatino delivered to me my mended Mountaineer. From the time I called Lithia to the time the Recall service was completed took four hours.

I was most impressed with the Lithia personnel for their sense of urgency on the repair of safety faults, their keen demonstration of customer focus, and their commitment to quality.

Incidentally, on 10-31-2004 I received a letter from "The Jones - West Ford Service Team." The Team's message was "Thank you for bringing your 2000 Mercury Mountaineer in for its recent service visit. All of us at Jones - West Ford appreciate your business and are committed to giving you the best possible service experience."

Perhaps you can help me understand the failure at Jones - West Ford.

Respectfully yours,

A handwritten signature in black ink that reads "Bruce D. Gesner". The signature is written in a cursive style with a large, sweeping initial "B".

Bruce D. Gesner

Cc: Mr. Tim Hurd, NHTSA