

101 27939

June 9, 2005

2005 JUN 24 AM 10: 29

National Transportation Board  
Department of Transportation  
400 7<sup>th</sup>. St. Room 5232  
Washington, DC 20590

Dear Sir/ Madam,

Enclosed please copy of my letter of Feb. 15, 2005 to Ford Motor Co., and the repair invoice for a manifold and gasket for my 1997 Mercury.

Finally they decided to answer my letter by sending a form note as a brief card. (was not even a Hallmark), which I received May 10, 2005. (copy enclosed).

I placed a call on May 19<sup>th</sup>, thus getting the finest of run a rounds. I requested I be transferred to a Supervisor, and was told this was impossible. On May 24<sup>th</sup>, at 11:15 A.M., a Joan called and left a message on my answer machine, stating she was a Supervisor in Customer Relations: but did not have a direct line, and therefore I would be unable to contact her. I called the 800 number at 12:45 P.M., and again asked to be transferred to a Supervisor after having to again go through the same o-same o, all over again. I was told this was impossible. On May 30<sup>th</sup>. (Memorial Day) (did not know of anyone from Ford working on a Holiday), Joan called again at 1:13. P.M.. Again left a message on the answer machine saying she called, and did not have a direct line I called back on May 31<sup>st</sup>., and talked to a lovely young lady Akalya as a Mr. Ron Blue Stein had called at 11:48 A.M. , and stated this is the very last time they are calling, as they have been trying to contact me, and leaving a different 800 number. I called back at 12:10 P.M. , and told Akalya I was quite upset by the rude conduct, and attitude of Mr. Blue Stein. I told Akalya I guess I am never to leave the house to get my mail (we have to go to the Post Office), or get groceries etc. Finally at 12:40 P.M., Mr. Ron Blue Stein called back, stating yes:--this was a Customer Satisfaction Program, but no way did I qualify for the Program, only Law Enforcement, and Commerical usage. I told him I am a very good customer who is very unhappy , and also needs a little Customer Satisfaction, as I have purchased six (6) Ford's, and five (5) Mercury's, plus three Ford's for my sons since 1951. A recall for a Customer Satisfaction program and care is not for a select few. (what is good for the goose, is good for the gander). The real customer base for purchases is much higher with the general public, not a select few.

If you and your Staff is unable to help me resolve this problem, kindly direct me to the proper people who may assist me.

Sincerely yours,

[Redacted]  
Loda, IL [Redacted]

[Redacted]  
Edison  
6/28/05

1-800-392-3673

5-19-2005

9:00 A.M.

Rosa - ap. #

until 9:59 A.M.

5-24-2005

12:45 P.M.

2005  
1951  
54  
51  
53  
59  
62  
66  
69  
74  
77  
83  
90  
97

Paul  
Murray  
5  
10

1-800-521-4140  
5-31-2005  
12:10 A.M.

A. Kalyan

Ron  
Blumstein  
12:40 P.M.

At Ford Motor Company and our dealerships,  
we value customer feedback like yours  
and appreciate having the opportunity  
to follow up on your thoughts.

We've been attempting to reach you by phone  
but so far haven't been able to connect.

If you still have a concern  
you'd like to talk about,  
please call our Customer Assistance Center.

Thanks for your input -  
we look forward to hearing from you.

Ford Motor Company

P.S. You can reach us at  
1-800-592-3673.

rec'd  
5-10-2005

February 15, 2005

Ford Motor Company  
Customer Assistance Center  
300 Renaissance Center  
P.O. Box 43360  
Detroit, MI 48243

Dear Sir/Madam:

Re: 1997 Mercury Marquis  
VIN# 2MBLM 75WOVX [REDACTED]

I recently had anti-freeze leaking all over my drive. I immediately had the automobile in the Shop to see what was creating this problem.

It was discovered that the problem was the intake manifold gasket leaking. The shop instantly took me home, and the next day installed a new gasket.

Since this happened, I have now discovered this is a problem that Ford Motor is well aware of. But—did not let the general customers know of this problem. Just the cars in possession of Law Enforcing Agencies, and vehicles that are under Commercial usage.

Now the big question is—why? Who generates the most sales? My guess is good old general public. Why do you feel these two classes of businesses receive special treatment?

I have bought Mercury's since I believe 1974. I am due to purchase one real soon, but this has left a BITTER taste in my mouth. Now I have to decide if I am true to the Mercury division, or do I pitch you to the side, as I seem to have been done with your Company.

Copy of invoice enclosed. Kindly advise.

*Winter address.*

Sincerely yours  
[REDACTED]

*Ford Motor Company*

Customer Relationship Center  
PO Box 8248  
MD 3NE-E  
Dearborn, MI 48126-4207



*Go to City  
of Dearborn  
Take copies  
of letters*

[Redacted]  
TAVARES, FL [Redacted]

*Rec'd -  
5-10-2005*

T 927 D1 1 408 C 24 05/05/05

LDDA IL [Redacted]  
RC: [Redacted]



Supervisor  
~~Jean~~  
Ford  
Customer  
Relations  
5-24-2005  
11:15 AM.

215 - Eastern  
line  
1:13 P.M.  
May 30<sup>th</sup>  
Jean -  
Ford Customer  
Relations

1-800- 5-31-2005  
521-4140  
Ron -  
Blue Star  
11:48 AM.