

10/27971

May 30, 2005

To whom it may concern, 2005 JUN 24 AM 10:31

On May 11, 2005 I brought my 2003 Mercury Mountaineer with 38,767 miles in for a scheduled oil change. (See page 2 of this letter for listed service dates, total miles, oil changes and prior repairs done in relation to brakes). While driving it to work that day I felt there may be a problem with the brakes (too long to stop). I asked them to check it out when doing the oil change. Turns out my rotors were shot beyond filing. I had let my vehicle sit for slightly over 3 weeks, starting it a few times but only went around the block once. The service desk person Gordon took me over to my vehicle and showed me how pitted and eaten by rust the rotors were. They asked if I lived by the water, my answer was no. I had told them that I hadn't used my vehicle for a little less than a month.

The last time it was in was on January 13, for an oil change. I had all brakes done within the previous 3 visits. Per the mechanic (Mike) that worked on my vehicle rotors should not rust this quickly. Turns out that it happens a lot to brand new vehicles, which are sitting, waiting to be sold. He stated that normally you should be able to file down at least 3 times before having to replace. He himself had purchased a new Ford truck that at 270 miles needs new rotors. Difference is he won't have to pay the \$674.17* that I paid for new rotors. The rotors should be replaced for nothing since they are defective. I asked Gordon for the old rotors but he stated I would not need them to prove anything because if Ford checks with them (Neil Lincoln Mercury) on the condition my rotors were in, Gordon said he would verify the extent of damage and that it was not normal. My brother-in-law Leroy Batorsky also had this same problem and was reimbursed. I feel that I am being given a harder time and feel that I am being taken advantage of because of my gender.

On May 11th I phoned the customer service number to complain and look for reimbursement. As stated before this is not normal and should not happen. Yet after speaking to Thomas at 3:30 he stated after a ½ hr of checking this or that, that there was nothing he could do for me. I then asked for a manager, after 15 minutes I was finally given to Anna who knew nothing about cars and said that it is normal wear and that the warranty is up and there is absolutely nothing they can do for me. **Please keep in mind that I took this vehicle out with bad brakes due to defective rotors and could have fatally injured myself or someone else.**

I strongly feel that I should be reimbursed for the replacement of the rotors. If I don't receive the reimbursement I will not purchase another Ford product and will inform my family, friends and coworkers of your defective equipment that could cost lives. Customers go on vacations or business trips all the time not using their vehicle for 3-4 weeks at a time. The brakes failing when they use their vehicle could cost lives.

Anna
6/28/05

• Receipt showing cost of repair and dealership is attached.
Pertinent Dates and Facts:

- August, 10, 2004 30,000 miles Front Pads worn/ Replaced pads and resurfaced rotors.
- November 29, 2004 33,210 miles Rear Pads worn/ Replaced pads and resurfaced rotors & oil change.
- January 13, 2005 36,876 miles oil changed.
- May 11, 2005 38,762 miles- told rotors beyond resurfacing need replacement at a cost of \$674.17 & oil change.

Based on above service dates and indicated mileage there is no way these rotors should have disintegrated so easily. They probably were damaged enough and should have been replaced before the 36,000 miles based on the fact they were all resurfaced once already. Hoping to hear from you soon on this important matter.

Sincerely,



Shirley, N. Y. 

CC: Consumer Affairs
Ford Complaint Dept
President Ford Motor Company
Transportation Safety Board

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