

June 2005

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Dear Ford,

We have been a Ford family for numerous years, we have had several quality vehicles but we are very disappointed with our current F-350 diesel 2003. We are not individuals who write a great number of these letters but we can't overlook this matter as we have in the past. Please take a moment and read what we have been through in the last year with our vehicle and the endless excuses, we have heard from your locations in Maine. Please keep in mind while reading this that I am a self-employed mason and own and run Permanent Masonry and I work out of my truck everyday so for it to be broken down it cost a lot of money for my family and my company.

- **September 2004**-We where up at our camp in Ripley, Maine on a back country road two hours from our home and our gas pedal went, there was no throttle when the pedal was pushed.

We had our truck towed to Newport, Maine (Varney Ford)
Part was not available, so we need to rent a car until truck was finished.

They tried to charge us the full amount for the part but we had to inform them that the part was under warranty and we only had to pay a deductible.

Towing	\$100.00
Rental Car	\$ 25.00
Deductible	\$100.00
One missed day of work.	\$300.00
One missed day of school for my child.	_____
Total	\$525.00

- **April 2005**-We where up at our camp on April school vacation in Ripley, Maine and gas pedal went again!

Gas pedal worked off and on. We where fortunate we didn't have to get it towed and we made it to Newport, Maine (Varney Ford). They fixed it for free because the part was under warranty for 12 months and we made the deadline. They said they thought it might be because of the dust and dirt of the roads. (Why would we buy a Ford 4x4 Super Duty, if we couldn't drive it on country dirt roads?) They treated us great and we where on our way.

- **May 23 2005**-We just got off work and left our job site. Petal went AGAIN at stop light in Raymond, Maine in the pouring rain, a couple of miles from our home.

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We had our dump trailer on our truck, so we had to find someone to tow our trailer home. Then we waited two hours for the tow truck. It was towed to Westbrook, Maine (Rowe Ford).

They called the following day and said nothing was wrong with the petal and they took off the code that the truck was putting out. They said there might be a hole in the body and that water was getting through to the wires and petal and that was causing the problem and sent us home with the truck. They informed us that they couldn't help us because the body work was not covered under warranty.

Towing	Warranty
Labor	Warranty
Missed half a day of work.	<u>\$150.00</u>
Total	\$150.00

- May 24 2005-After leaving ford and heading back to the job site the petal went again!! Please keep in mind Westbrook, Maine (Rowe Ford) is an hour one way away from our home and the job we where working on.

This time when we called Ford (Rowe Ford) they said it might be a wiring problem and that they had seen a lot of these problems on other diesels. (If this was the case why didn't we get informed of this earlier?)

We waited three hours for the tow truck to show up and we had to pay our employee to sit with us and wait because it was pouring out.

They called us the next day in the afternoon to come pick up the truck. When we got there they said they put grease on the wires and it was all set to go but I owed \$180.00. I only had \$180.00 cash on me for Memorial weekend which we had been saving for a family trip I asked if they could bill me and they said no and I couldn't take the truck until I paid. So, I had to cancel plans with my family to pay for the truck, that I feel I should have not had to pay for because they didn't fix the problem.

Towing	\$ 75.00
Deductible	\$100.00
Employee	\$ 39.00
Missed half a day of work	<u>\$150.00</u>
Total	\$364.00

- May 26 2005-After leaving ford I went back to my job site to work to make up the \$180.00 and yes the petal went AGAIN!!!!!!!

This time I got a ride and didn't wait for the tow truck to come. I called the next morning to see if they found a problem and that I need transportation for work

Because I have a family to feed. They called me back say they would pay for a rental compact car and I asked if I could get a truck so I could work and they said I needed to pay the difference if I wanted a truck.

Rental Truck Extra \$10.00 a day at 3 days
Rental Truck Insurance \$10.00 a day at 3 days

Thus, we are appealing for a solution. We would like to be able to recommend ford to others but based on the problems listed above, we would not be able to recommend a ford truck to anyone. We would like to change our option of ford if we could get some help with this matter. We would truly like some help with the towing and rental fees. That would be genuinely appreciated. We would also like to be reimbursed for our lost wages but we understand that might not be enough justification for you. Thank you very much for taking the time out of your busy day to read this letter.

Sincerely,

Casco, ME

(Home)

(Business)

Sending this document to all ford address.