

(916)255-4300

SEPTEMBER 06, 2005

(800)952-5210

ACTING CHIEF

RE: COMPLAINT AGAINST FORD MOTOR CO./

BUREAU of AUTOMTIVE REPAIR 20

2005 SEP 16 10:23

HANSEL FORD--SANTA ROSA, CA. SEE BELOW..

CA. DEPT. of CONSUMER AFFAIRS

10138818

10240 SYSTEMS PARKWAY

SAC., CA. 95827

DEAR CHIEF,

WHEN MY WIFE [REDACTED] & I RECEIVED THE "CUSTOMER SATISFACTION PROGRAM" NOTICE"/PROGRAM NUMBER 04B26 ON JULY 26, 2005; ABOUT HER MERCURY GRAND MARQUIS 1997 CAR, & THE ELECTRONIC TRACTION CONTROL FORD OFFERRED, SHE CALLED FOR AN APPOINTMENT TO HAVE HER CAR CHECKED OUT. THE APPOINTMENT WAS SET BY "LAURIE", IN THE SERVICE DEPT. SHE TOLD MY WIFE A WORK ORDER HAD TO BE WRITTEN UP FIRST, THEN PARTS WERE ORDERED, & A CALL WOULD COME WHEN THEY ARRIVED. THE APPT. WAS SET FOR 8/02/2005 WITH "JESUS"; TUESDAY AT 2:00 P.M. THIS APPT. WAS KEPT BY ME [REDACTED], & ON THIS DAY I MET TODD MORROW, HE TOLD ME HE CALL ME THURSDAY 8/4/05. HE DID NOT.. SO; A FEW PHONE CALLS LATER I FINALY REACHED HIM & AN APPT. WAS SET UP FOR 8/15/05. TODD IS A "WHITE TEAM MANAGER" FOR SERVICE. TODD TOLD ME ON 8/15/05 THE CAR WOULD BE READY IN 1 to 1 1/2 hrs. MY WIFE HAD TO CANCEL TWO APPTS. SO AS NOT TO LEAVE ME SITTING AT THE SERVICE OFFICE TILL CAR WAS DONE.. WHEN WE WENT BACK THERE 11:00 a.m. 11:30 a.m. (APPROX). & CAR WAS NOT DONE. IT WAS NOT EVEN STARTED ON. TODD TOLD ME PARTS WERE NEEDED FROM DOWNTOWN & CAR WOULD HAVE TO BE HELD OVERNITE. SO, WE DECIDED THAT I SHOULD SEEK OUT A NEW CAR SALESMAN TO GET KELLY BLUE BOOK PRICE ON HER CAR, & TO TELL SALESMAN MIKE "EDWARD" BOLERJACK", THAT SHE WANTED TO DONATE THE CAR, IT WOULD BE A BETTER VALUE THAN A TRADEIN. . EDWARD DID DO THIS FOR ME. THE REST IS A CONFUSED UNNECESSARY FIASCO OF WHAT TRANSPIRED NEXT.....

BEFORE WE LEFT WE CAME ACROSS TIMOTHY HINGTEN/CUSTOMER RELATIONS COORDINATOR, & TOLD HIM OF TODD'S FAILURE TO PHONE US WHEN CAR PARTS CAME IN. TIM SAID TO US "I'M GOING TO WRING TODD'S NECK, FOR NOT RETURNING PHONE CALLS: TODD HAS PERSONAL PROBLEMS.

NAR
ada/20/05

ON 8/16/05 I RECEIVED A CALL FROM TODD TELLING ME ON THE PHONE THAT THE CAR WAS READY TO BE PICKED UP, BUT THE MASTER CYLINDER NEEDS TO BE REPLACED, FOR IT HAS "A LEAK".. TODD SAID IT WOULD RUN OVER \$400.00. I TOLD "DO NOTHING", I'LL PICK THE CAR UP.. THEN^{MY} WIFE & I WENT DOWN TO BRING THE CAR HOME.

ON THIS SAME DAY, WE ARRIVED MID AFTERNOON & I WAS IN THE OFFICE OF TODD MORROW, & A DESK LADY TOLD ME I HAD TO SIGN TWO SETS OF PAPERWORK, WHICH SAID "WORK ON CAR WAS SUPPOSEDLY DONE", & THE 2nd SET SAID THAT I DID NOT WANT TO REPLACE THE MASTER CYLINDER FOR I WAS DONATING THE CAR. (NO ONE KNEW I WANTED TO DONATE THE CAR EXCEPT EDWARD/NEW CAR SALES..) .. THEN I WAS DELIVERED OUR CAR, WHERE THE DRIVERS' SIDE FLOOR MAT HAD GREASE & POPCORN ON IT., SO THIS TELLS ME, NO^{NEW} PROTECTIVE MAT HAD BEEN USED TO PROTECT MY PROPERTY.. THEN MY WIFE DROVE CAR HOME. REALY & FULLY DISGUSTED.. ON THIS SAME DAY 8/16/05; BEFORE WE LEFT I ASKED THE CLERK LADY WHO WAS THE OWNER OF HANSEL FORD.. SHE SAID "TED DYER".. I WANTED TO LET HIM KNOW OF THE PROBLEMS FACING US ON THE CAR RECALL, & THE EVENTS THAT TOOK PLACE... BUT WE WAITED & CHOSE TO INFORM EVERYONE IN THIS LETTER OF COMPLAINT.. APPROX. 8/22/05; I GOT A CALL FROM TOM LEONARD/SERVICE MANAGER: & HE OFFERED TO HAVE ME BRING CAR BACK, SO HE COULD SHOW ME WHERE MASTER CYLINDER LEAKED. I DIDN'T ANSWER AT THAT TIME, FOR I HAD LOST FAITH WITH EVERYONE AT THIS DEALERSHIP/REPAIR STATION. THEN ON 8/25/05; HE CALLED AGAIN, & OFFERED TO HAVE A SHOP FOREMAN COME TO MY HOME & SHOW ME THE "LEAK". I REFUSED, FOR I DIDN'T WANT HIM TO HAVE A BACKUP & LEAVE ME WITHOUT AN OPTION TO SEEK OTHER REPAIR SHOPS & THEIR CERTIFIED CHECK UPS ON CAR. I WANTED NO ONE ANYMORE TO TOUCH MY CAR FROM HANSEL FORD... SEE ENCLOSED EXHIBITS AS TO THE MASTER CYLINDER NOT NEEDING REPLACEMENT, & OR NO LEAKS..... IN THE LAST FEW DAYS OF 8/05; TOM LEONARD CALLED ME & TOLD ME HE DIDN'T SEE, WHAT I SAW RE: WORK SHEET & THE CARS 'LEAKING'... WHICH IT WAS & IS NOT... NO ONE AT ANY TIME AT HANSEL FORD, FOR THIS RECALL DID ANYONE EVER STATE "THAT THE CAR NEEDED A MASTER CYLINDER", EXCEPT TODD MORROW..... I ASKED TODD TO FURNISH ME WITH A NAME & TITLE OF MECHANIC/TECHNOCIAN WHO REPORTED TO HIM ABOUT THE CAR NEEDING THE CYLINDER. TODD TOLD ME HE WOULD SEND THE TWO SETS OF PAPERS IN THE MAIL, & AS OF THE DATE OF THIS LETTER NO PAPERS HAVE COME. "TODD ADMITTED TO ME ON PHONE, THAT HE MADE UP

THE STORY ABOUT ME WANTING TO DONATE THE CAR"...THIS IS ANOTHER LIE, EDWARD TOLD HIM ABOUT DONATING THE CAR. FOR EDWARD WAS THE ONLY ONE I TOLD. THIS ALL IS A COVER UP. IT'S DIRTY & IT SMELLS...THIS LAST WEEK OF 8/05, & MY PHONE CONVERSATIONS WITH TOM LEONARD HOPING TO GET THIS MESS CLEARED UP & HOPED HE WOULD DO THE RIGHT THING HAD FAILED..I WAS BEING SET FOR "BAIT & SWITCH"....

_"WHAT_I_WANT_DONE_"

A/ HAS MY CAR BEEN FIXED REGARDING THE RECALL?? NO MENTION OF THOSE PARTS BEING REPLACED AT ALL, AT NO TIME, BY ANYONE....AN INVESTIGATION IS NEEDED & CAR CHECKED OUT,

B/ MY CONFIDENCE & FAITH HAS BEEN SHATTERED BY NEW CAR SALES EDWARD/IN DONATING MY CAR...ONLY HE KNEW..

C/ STORIES BEING TOLD TO ME BY TODD MORROW, THEN ADMITTING THE STORY WAS MADE UP BY HIM..WHAT KIND OF WAY IS THIS TO TREAT HONEST DECENT PEOPLE WHOSE LIFE & SAFETY DEPENDS ON GOOD CAR MAINTENANCE...

D/ I WANT TO BE PAID FOR MY TIME, MY WIFE'S TIME, GAS, INCONVIENCE, POSTAGE, WIFE TO TYPE LETTER, WEAR & TEAR ON MY 2001 CHEVY PICKUP TRUCK, IN ORDER FOR ME TO DROP OFF CAR & THEN PICKED UP LATER. ROUND TRIP ON 8/2/05, 8/15/05, & 8/16/05...

E/ THE FOUR DIFFERENT SHOPS I TOOK CAR TO, TO SEE FOR SURE IF MASTER CYLINDER WAS TRULY NEEDED, SEE THE FOUR EXHIBITS/WRITTEN WORK SHEETS FROM EACH SHOP ENCLOSED, ETC...

F/ PLUS; THE WORK THAT WAS DONE ON THE CAR BY "WHEEL WORKS" ON 9/1/05, WHICH THEY REPLACED BRAKES, PADS, ETC. HANSEL FORD MISSED OUT ON THIS VERY IMPORTANT WORK. WHY? I SPENT APPROX. THREE & ONE HALF HOURS THERE, WHILE WORK WAS BEING DONE..

G/ WHEN I LEFT CAR AT HANSEL FORD 8/15/05, TO BE WORKED ON, ETC. I NOTICED SOMEONE HAD DRIVEN THE CAR, FOR A LOT OF MILES WAS PUT ON THE ODOMETER. WHO DROVE CAR?? WHY?? WHERE TO??

A/ THIS IS THE LETTER WE RECEIVED FROM FORD MOTOR CO. RE: THE RECALL FOR THE 1997 MERCURY GRAND MARQUIS.. INCLUDING ENVELOPE DATED 7/11/05.

B/ THIS IS THE 1st WORK SHEET ON THE CAR FROM TODD MORROW */2/05...FOR RECALL .

C/ THIS IS THE KELLY BLUE BOOK THAT EDWARD ACQUIRED FOR ME ON 8/16/05, HE WAS THE ONLY ONE I TOLD ABOUT "DONATING THE CAR", NO ONE ELSE....

D/THIS EXHIBIT SHOWS "NO VISABLE LEAKS" AROUND/FROM MASTER CYLINDER FROM THE SHOP; A SHOP IS ATTACHED TO "MISSION CAR WASH",THEY DO ALL SORTS OF CAR WORK THERE.

E/ THIS IS ANOTHER SHOP I TOOK CAR TO, FOR ANOTHER OPINION ON MASTER CYLINDER.. THEY SAY "MASTER CYLINDER LOOKS GREAT"....

F/THIS IS ANOTHER SHOP I TOOK CAR TO FOR AN OPINION : "RINCON ALIGNMENT & BRAKES", THEY:ALSO SAY MASTER CYLINDER DOES NOT NEED REPLACING...

G/ FINALY, I TOOK CAR TO "WHEEL WORKS ON 9/1/05; & SEE WORK SHEET, ENCLOSED TO SEE WORK DONE ON CAR. (HANSEL FORD OVERLOOKED/NOT SEEN AT ALL, PLUS THE EXAMINATION OF MASTER CYLINDER-"NO LEAKS", SEE YELLOW HI_LITES ON WORK SHEET...

WE APOLOGISE FOR THIS REPORT IS LONG, BUT NECESSARY. IF ANYONE WISHES TO DISCUSS ANYTHING REGARDING THIS PLEA FOR HELP IN THIS MATTER PLEASE WRITE OR CALL, THANK YOU VERY MUCH FOR ALL & ANYTHING YOU DO...

SINCERELY,

[Redacted signature block]

[Redacted address line]

SANTA ROSA, CA. [Redacted]

[Redacted address line]

cc:DOT AUTO SAFETY HOTLINE
WASHINGTON, D.C.

FORD MOTOR CO.

FORD DISPUTE SETTLEMENT BOARD

SOUTHFIELD, MI



Aug 16, 2005

Suggested Retail

Kelley Blue Book May-Aug 2005

1997 Mercury Grand Marquis LS Sedan 4D \$6,800

VIN: 2MELM75W4VX689930

| | |
|-------------------|----------|
| V8 4.6 Liter..... | Included |
| Automatic | Included |
| RWD | Included |

***** Equipment *****

| | |
|--------------------------|----------|
| Air Conditioning..... | Included |
| Power Steering..... | Included |
| Power Windows..... | Included |
| Power Door Locks | Included |
| Tilt Wheel..... | Included |
| Cruise Control | Included |
| AM/FM Stereo | Included |
| Cassette..... | Included |
| Dual Front Air Bags..... | Included |
| Power Seat..... | 35 |
| Alloy Wheels | 100 |

| | |
|--|---------|
| Retail Value without mileage..... | \$6,935 |
| Mileage adjustment (75,482) miles..... | 200 |

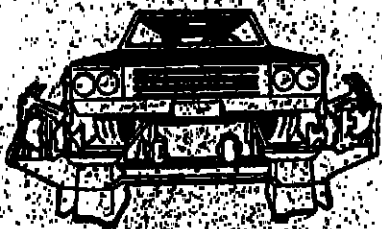
***** Total Suggested Retail Value \$7,135**

F

8/29/05

RINCON ALIGNMENT & BRAKES

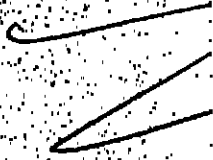
4785 Sonoma Highway
Santa Rosa, CA 95409



Receive a **FREE**
Winter Vehicle
Check-up \$
\$10 off a 4 Wheel
Alignment Special

MASTER CYL NOT LEAKING
DOES NOT NEED REPLACING!

MASTER CYL IS NOT A
MAINTENANCE ITEM.



Rincon Alignment & Brakes

GARY PETERS
JERRY PETERS

4785 Sonoma Highway
Santa Rosa, CA 95409



Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121-1904

1-800-392-3673

Ford Motor Co. Customer Service
Relationship Center



(A)

IMPORTANT SERVICE NOTICE

3 copies
made by [unclear]

Service Dept. appt. w/ [unclear]
per by [unclear]
Jannie
8/2/05
2:00 P.M.

TUES 9 AM

(A)

64B26



Service Dept. 543-2300
7/26/05
spoke to: Stephan
Hansel Ford
June 2005
July 2005
w/ Bob
Nearest Ford Dealer
Stephan 5 Rosa

F. M. Ligon
Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

F0039099

0150



1997 Grand Marquis
Vehicle ID #: 2MELM75W4VX

04B26

(A)

SANTA ROSA, CA

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing a no-charge Customer Satisfaction Program (Program Number 04B26), to owners of certain 1997 model year Ford Crown Victoria and Mercury Grand Marquis vehicles with Electronic Traction Control.

What is the issue?

NO
LEAKS

The rear brake tube may abrade and eventually leak beneath the vehicle in the area under the front seats. The brake system is divided into two circuits, front and rear. A leak in the rear brake circuit will be observable through a soft feel in the brake pedal and/or fluid leakage onto the ground. If a leak is unrepaired it may result in an increase in stopping distance.

What will Ford and your dealer do?

Brake
Switch

In the interest of customer satisfaction, Ford Motor Company and your dealer will repair your vehicle free of charge under the terms of this program. Your dealer will install revised brake tube clips to prevent this condition. Also, the brake tubes in this location will be inspected for leakage and repaired if necessary.

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. In addition, your vehicle will require inspection prior to determining if parts need to be ordered.

What are we asking you to do?

Please call your dealer without delay and request a service date for Customer Satisfaction Program 04B26. 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 <http://www.genuinefilmservice.com> for dealer addresses, maps, and driving instructions.

=====
=====
=====

7/26/05
Service Dept
Lawrie → Bring car in take a look then order parts then come on Bk order

Have you previously paid for this repair?

If you paid to have this service performed before the date of this letter, you may be eligible for a refund. To initiate a refund request, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company. Owners who have previously paid for this repair are still eligible to have the service described in this letter performed.

Have you changed your address or sold the vehicle?

If you have, please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this program.

Can we assist you further?

If you have difficulty getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you.

Call 1-800-392-3673. For the hearing impaired call 1-800-232-5952 (TDD).

Office Hours are Monday through Friday 8AM – 5PM (Eastern Time Zone)

If you wish to contact us through the Internet, our address is:

www.ownerconnection.com

@ 6

Thank you for your attention to this important matter.

Sincerely,

Frank M. Ligon

Frank M. Ligon
Director
Service Engineering Operations

P.O. Box 1904

DEARBORN, MICHIGAN

48121-1904

8/25/05

note to = MIKE

#2

may be recorded

over I.D.#

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**