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NY3-800

12-02-05

National Hwy Traffic Safety Administrator
400 7th Street SW
Washington, DC 20590

Copied RMD.

EXECUTIVE SECRETARIAT

2005 DEC 12 P 12:42

See the attached letter.

Stillwater Ford

We are having trouble getting our 2003 Ford Focus serviced after recall #05S27. This is for a rear door latch. Ford has recalled our vehicle with a letter dated November 2005.

The Ford dealership in my hometown, Stillwater Ford does not have the part. We seek assistance with this important matter.

Sincerely,

[Redacted Signature]

[Redacted Address Line 1]

[Redacted Address Line 2]

Stillwater, MN. [Redacted Address Line 3]

2005 DEC 12 AM 9:57

*Quasman
12/21/05*

12-02-05

TO: Bob
Service Manager
Stillwater Ford
Stillwater, MN. 55082

FROM: [REDACTED]
Stillwater, MN. [REDACTED]

Subj.: Poor Service on 12-02-05

Today 12-02-05, my wife [REDACTED] brought in her 2003 Ford, Focus for a recall #05S27. (pawl pivot). I had called last week and make this appt. with Stillwater Ford.

When she arrived, *after taking the morning off from work*, the service advisor told her that the part was not there...it was back ordered. He said it was unknown when the part would be in. He seemed rude and uncaring.

This is poor customer service! We have our two vehicles serviced there, but have never had such poor service before. Where is service after the sale?

I talked with you today, and you explained that it was Ford's fault and not the dealership's fault. You said that we could get a free oil change anytime for our trouble this morning. I hope your service improves.

I am now asking for a letter from you saying that we can have a free \$50.00 service on our Ford Focus.

Send the free service coupon to the address listed above.

CC/ Frank M. Logan
Ford Motor Co.
Box 1904
Dearborn, Michigan 48121

05 DEC 2005 PM 3 L

Administrative
Natl. Hwy Traf. Safety Adm.
400 7th Street SW
Washington, DC
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