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Attached to this letter you will find documentation that I have sent to Ford Motor Company and also to Mike Hatch. I received a letter back from Robert J. Marcroft (Consumer Services Division) and he recommend I file a complaint with you. Please pay special attention to 12/5/05 because this is when the drivers side door on my Ford 500 came open while driving down the road at 55MPH. I now have my car back and they claim it is fixed however if this happened to us it could happen to someone else. What I am curious about is why there is no recall yet?

Thank You!

[REDACTED]
[REDACTED]
Hutchinson, MN. [REDACTED]
[REDACTED]
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2006 JAN 10 PM 2:59

Margaret
1/11/06

12/12/05

To Whom It May Concern,

Enclosed with this letter you will find invoices of some of the problems I have had with my vehicle since I purchased it new in January 2005. The enclosed invoices are not the only concerns I have with my Ford 500.

Since I have taken ownership of this vehicle I am very unhappy with it and also disappointed in this Ford product! I always believed buying a brand new vehicle should be a good feeling and a good experience however in this case that is not so. Here are some concerns that I believe warrant this letter.

There is overspray on the vehicle and to my knowledge it has never been in an accident.

The dash had a bubble in the leather and had to be replaced.

The body moldings were coming off my car within months of purchasing it. On 11/27/05 I went to start my car at 5:45 A.M. to go to work and it would not start.

On 11/30/05 a friend of mine had to drive my car home as I was in the hospital and she could not get the drivers door to shut.

On 12/5/05 my husband was driving down the highway at 55 MPH and the driver's side door came open!

My car has been at Jay Malone Motors since 12/6/05. They ordered another switch for that door on 12/7/05 that was to arrive on 12/8/05. I called that afternoon to ask if my car was ready and the employee in the service department informed me that these switches have been pulled off the shelves in Minnesota and there is not one to get. He informs me that he cannot tell me when he can get it fixed because he does not know when he can get a switch. He prefers I do not drive my car as this is a safety issue.

If there is a problem with these switches, why is there no recall on my car for this switch? The recall on my car has to do with straps on the fuel tank. Could some other family be driving a Ford 500 down the road and loose a member of their family due to a faulty switch on the door?

12/12/05-I received a call from Jeff at Jay Malone at 9:55 A.M. and was informed that Ford Motor Company had called him and told him to just spray the switch with silicone and then I could have it back. I called Jeff back and told him I was not satisfied with that band-aid fix.

After I hung up with Jeff I called Jay Malone and asked for a number to contact Ford. He said the only number he had was the 800 number. I informed him I had that number.

I then contacted Larry (sales) from Jay Malone and filled him in a little on the situation. I asked him to find out what he could give me on a trade-in as I was tired of all the problems I have had with this car and I did not believe in putting a band-aid fix on a car with less than 7000 miles on it.

Larry called me back at home at approximately 5:00 that evening to tell me that Jay said he would sell me any car they had on the lot for invoice. He said they would not make a nickel off me but they were willing to help as they understood my frustration.

12/14/05- I went to Jay Malone at about 10:30 A.M. to look at a new car. I was interested in a Lincoln and asked what the cost on this vehicle was. Larry went over and read the sticker price on the car, not the invoice as I was told earlier. Larry and I both went to my husband's work to show him the car and my husband drove the car. We then took my husband back to work and I drove the car back. As I was waiting for my husband to pick me up over his lunch hour I asked Jay Malone if he thought I should call Ford. Jay and Larry both told me at about 11:45 that the switch was not to be in for about 1 month. Jay stated that he did not care if I took the car home. He said he would tell Ford that it had been parked here for a month.

At about 12:25 P.M. I called the 800 number for Ford and spoke to Maria. I told her the problems I was having and told her I was considering the lemon law. She had me on hold for a while and told me she was documenting what I was saying. She came back on the phone and told me she had just gotten off the phone with Jay Malone and that the switch was in. She told me to call there and ask for Jeff. I hung up with Maria and called Jeff. He said, miraculously the switch came in over lunch and my car would be done this afternoon. I told him I wanted to see both switches and he told me he would take a digital picture of them. Jeff called back at 4:25 to tell me my car was done. He said he did not have a picture but he could show me what they did. He stated, He was at their mercy.

My husband and I went to Jay Malone and talked to Jeff. He explained to my husband what was done. [REDACTED] (my husband) was not satisfied with this fix either. After being told that this would most likely happen again, we chose to leave the car there as we feel it is a safety issue to drive it.

I, like most people bought a new car to drive it and am now driving a 2002 Dodge Neon which the dealership was nice enough to let me use. My

husband talked me into buying a Ford however we are now ready to sell both of our Fords and buy elsewhere. My husband has driven Fords his entire life. My car only has 6941 miles on it and I have had all these problems.

In closing I would like to add both Morrie's where I bought the vehicle and Hutchinson Auto Center where I have it serviced frequently have been very good to me and also very professional. I however do not believe it is the dealerships problem but a Ford problem and would like to know how you can help me resolve this issue. I look forward to hearing from you.

Thank you in advance for your help!

[REDACTED]

[REDACTED]

Hutchinson, MN.

[REDACTED]

[REDACTED]

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ACT (FOIA), 5 U.S.C. 552(b)(6).**

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