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January 21, 2005

Ref: FTC No. 3304205

USA
Federal Trade Commission
Consumer Response Center
9015 Junction Drive Suite #2
Annapolis Junction, MD 20701

2015-1-21 10:01

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Dear Sirs/Madam:

I really appreciate all the information you provided in response to my complaint against Ford Motor Co, by your reply of Aug. 2003.

My reason for recontacting FTC again is because the defective source continues to terrorize me because I still own the 1997 Ford Taurus as I'm a senior widow with very limited resources and unable to buy another vehicle. As per copy of enclosed expense bill in the continued repair of the heating system someone needs to assist me in forcing Ford Motor Co. that they had an opportunity to recall this vehicle when the same system failed two months after purchase and vehicle then showed 23,882 miles and the warranty covered it. I'm enclosing copies of some correspondence and the customer service in Dearborn is so arrogant as to mention only the warranty and miles of vehicle in 03 but failed to cover the problem existed way before then. I had to contact Mr. Cox, AG, Lansing to get Ford to address the problems. For you to analyze what I'm speaking of, as I'm sure by now the reference file above is no longer in your office, copies of letter dated Dec. 12, 2003 explains in detail my most frustrating and expense results due to such a DEFECTIVE product that in good faith Ford should have refunded the vehicle total cost or up to now, the costs from me as a consumer, altho, the inconvenience and anxiety can not be covered.

Please also, read the letter I wrote to Readers' Digest magazine when I observed the advertisement I consider unfair practice to the consumers. These ads by Ford Motor appear in many major magazines. I personally contacted the general manager at the local Ford Agency, who refused to give me the history background, other than to say vehicles are purchased "wholesale"??? The sticker is still in the vehicle and it was hauled in from Oklahoma and I then wrote but got ignored. Also, Readers' Digest never answered my request to not consider Ford's ad to be correct or honest. You can see from the AG's letter, he only accepted what little Ford said to me and IGNORED the critical problem of my getting a VERY DEFECTIVE AUTO. The Tx AG also did nothing other than to think the Ford Agency here would do the right thing? I paid cash with a small amount inherited from my late parents who expired in 1994 and 1997 and part of the cost I borrowed from my CD at bank and the end result is zero...the only answers I got is "no longer in warranty" and I have no funds for an attorney.

I also called the DOT Auto Safety to report the same problem and the Dept. of Justice that said "no assistance" to individuals.

I need HELP to punish Ford Motor for fraud

Encl. backup data

12-12-03 NOT included

CC: DOT NSA ✓

Brownwood, TX

OKAY PAPER
6/1/04 From hold

May 24, 2004

Letter to the Editor
Readers' Digest
Box 200
Pleasantville, N. Y. 1072-0200

The purpose of this letter is to comment about the deceptive ads by Ford Motor that are displayed by your publication, with a copy being provided for review.

I'm a senior widow consumer who in 1998 purchased a 1997 Ford Taurus in May 1998, only 16 months old program vehicle and like ad says to be certified but five months later the heater core was out and it was repaired under the warranty. Then again four months after that, and later four more times and was avoided in the service department and the company tried very hard to get out of the warranty. At time of purchase an extended warranty was not offered to me. On July 2003 then the radiator went out and I had to pay and the staff was rude to me and while Ford Motor could have given me another car or made adjustments before, only in 2003 to add insult to injury, I was offered 2,000 for my auto in trade for another program vehicle \$16,000. I had paid cash for the Ford Taurus. The second time the heating system was out I did speak with the general manager and he very indifferent said he had no service history or where auto came but they got only wholesale autos. The sticker was still in car and had an Oklahoma City dealer address and I wrote but got no answer. Ford runs ads in AARP announcing discounts for seniors that I did not get.

Not only did I exhaust all efforts trying to get the Ford Agency in my town to do the RIGHT thing, but I wrote to the home office in Michigan, got no response and had to write to the Attorney General and Ford Motor's response was "in you face" short letter that the AG seemed to indorse.

One of the times the heater core was out while I was traveling 250 miles from home, windshield was so fogged up I could have had a serious wreck.

I have on numerous times filed a phone complaint with DOT National Highway Safety and all it does is place complaint in database. Also, correspondence to U.S. Dept. of Justice did not respond. We may have some freedom as Americans, but surely no protection under the law unless one has a lot of money to pay attorneys, so the DEFECTIVE products continue to be sold on the back of consumers.

Sincerely,

Brownwood, TX

Encl. cy of ad by Ford Motor



USED



CERTIFIED PRE-OWNED

When you purchase a Ford Quality Checked Certified Pre-owned vehicle, Lincoln Premier Certified Pre-owned vehicle or a Mercury Certified Pre-owned vehicle, you'll get more than a great deal. You'll get up to 141 points of inspection by certified technicians, a vehicle history report, 24-hour roadside assistance and 6-year/75,000-mile limited warranty coverage*. All backed by Ford Motor Company. Why risk it? Visit your Ford or Lincoln-Mercury Dealer today for a Certified Pre-owned vehicle. It's really the safe choice.

For a Certified Pre-owned dealer and special financing options, visit www.fordcpo.com or call 866-222-6798.

QualityChecked
Certified Pre-owned

LINCOLN
PREMIER CERTIFIED PRE-OWNED

MERCURY
CERTIFIED PRE-OWNED

IF IT'S NOT CERTIFIED, IT'S JUST USED.

*See dealer for warranty details.

One company...three exceptional certified pre-owned vehicle programs.

At Ford, Lincoln and Mercury, we've created three exceptional certified pre-owned vehicle programs. Each one backed by Ford Motor Company. Each one offering up to 141 points of inspection by certified technicians, a vehicle history report, 24-hour roadside assistance and 6-year/75,000-mile limited warranty coverage*. All backed by Ford Motor Company. Why risk it? Visit your Ford or Lincoln-Mercury Dealer today for a Certified Pre-owned vehicle. It's really the safe choice.

QualityChecked Certified Pre-owned

- ✓ Manufacturer's 6-year/75,000-mile powertrain limited warranty backed by Ford
- ✓ 115-point inspection
- ✓ 24-hour roadside assistance
- ✓ Vehicle history report
- ✓ Service available at any Ford, Lincoln or Mercury Dealer nationwide
- ✓ A full tank of gas, fresh oil and filter at delivery

LINCOLN PREMIER CERTIFIED PRE-OWNED

- ✓ Manufacturer's comprehensive 6-year/75,000-mile limited warranty backed by Ford
- ✓ 141-point inspection
- ✓ Service available at any Ford, Lincoln or Mercury Dealer nationwide
- ✓ A full tank of gas, fresh oil and filter at delivery
- ✓ Complimentary certificate for your first Motorcraft® oil and filter change
- ✓ 24-hour roadside assistance



MERCURY CERTIFIED PRE-OWNED

- ✓ Manufacturer's 6-year/75,000-mile powertrain limited warranty backed by Ford
- ✓ 115-point inspection
- ✓ 24-hour roadside assistance
- ✓ Vehicle history report
- ✓ Service available at any Ford, Lincoln or Mercury Dealer nationwide
- ✓ A full tank of gas, fresh oil and filter at delivery



For a certified pre-owned dealer and special financing options, visit www.fordcpo.com or call 866-222-6798.