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Ocala, FL [REDACTED]

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February 14, 2007

US Dept. of Transportation NHTSA  
Office of Defects Investigation  
NSA-10.01 400 7th Street, S.W.  
Washington, D.C. 20590

RE: Ford F250 - VIN# 1FTNX21L52E [REDACTED]

This letter serves as an expression of extreme frustration and displeasure with the business practices of Phillips Chrysler Jeep of Ocala, Florida.

We purchased a used vehicle from this company on November 11, 2006. We were offered \$6000 for our trade-in (that we held the title to and was in good working condition) and we also paid \$6000 as a down payment. At the time of purchase we were given the option to purchase a warranty, which we took advantage of, since it was in fact, a used vehicle.

On Sunday, January 21, 2007, we dropped the vehicle off for service at Phillips Chrysler Jeep because it would not operate in reverse. After having the vehicle for two days they decided that because it was a Ford that they were unable to service it. The vehicle was then towed to Ocala Lincoln Mercury. Why? If you are unable to service a Ford, why not take it to a Ford dealership? We understand that these two companies are sister companies but, that is besides the point.

Meanwhile, Ocala Lincoln-Mercury's Service Department immediately informed us that the problem was the transmission and that it needed to be replaced.. But, there should be no problem because it was under warranty.

We remained in contact with Phillips Chrysler Jeep, all the while being told that an insurance adjuster from the warranty company would have to approve the repair of the vehicle as well as give approval for a loaner vehicle while this one was being serviced.

On, Friday, January 26, 2007, we were informed that Ocala Lincoln-Mercury would not be able to repair the vehicle because the insurance adjuster could not/would not authorize the repair because the vehicle had some after market alterations. Please note all alterations made to this vehicle were done prior to us purchasing it. However, there was no problem selling us the vehicle or the warranty. Upon being informed of this we contacted Steve Treadway, General Manager of Phillips Chrysler Jeep, and he stated he had two Ford trucks on his lot that we should

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come down and take a look at and that we should be able to work something out.

On Saturday, January 27, 2007, we went to Phillips Chrysler Jeep once again. After looking at what they had in stock we found a vehicle somewhat comparable to what we had purchased. The calculations they came up with made no sense. They made no effort to right the wrongs that they created. Their only interest was for us to purchase another vehicle and add the price of the existing vehicle because of financing. We were treated as if we no longer wanted the vehicle and decided to obtain a new one just because. This was not the case, we purchased a vehicle three months ago with a warranty that was invalid and sold in error. Is that the fault of the customer? And is this what they call working something out? However, as we were walking out the door, Mr. Treadway offered to give us a loaner vehicle and look for another vehicle for us. We agreed, but would we end up in the same predicament we are already in? And the loaner vehicle they gave us was empty, the gas light came on not even a ½ mile from the dealership.

We aren't looking for something for nothing, we are honest people looking for our "newly purchased" vehicle to be repaired, give us back our vehicle that we traded or refund our money. None of that happened.

It's extremely sad the way this transaction took place. It's unfair that we the consumers have to eat the cost of someone else's mistake, over \$21,000 worth.

Fortunately we were able to go to Ford of Ocala the same day and purchase a brand new vehicle for the same price as Phillips Chrysler Jeep's used one, that they call themselves working something out.

Ford of Ocala was also willing to offer us trade-in value on the inoperable vehicle, which is yet another concern of ours because the price of the vehicle that Phillips Chrysler Jeep sold to us was more than double the blue book value. Ford of Ocala even offered to have the vehicle towed from Ocala Lincoln-Mercury and straight to the auction. That says a lot right there, doesn't it?

On Monday, January 29, 2007, once again we went back to Phillips Chrysler Jeep, to return the loaner vehicle and to cancel the warranty, GAP insurance, and life insurance that we had purchased.

Later this same day after learning that we had purchased another vehicle we were informed by Ocala Lincoln Mercury that we owed them approximately \$431.00 for "breaking down the vehicle." After a discussion with Mr. Treadway, he informed us that he would take care of that bill, which he did.

But, to add fuel to the fire, on January 31, 2007, there was an advertisement for Phillips Chrysler Jeep, in which one of the trucks that Mr. Treadway claims he would "work something out," was advertised for \$6000 less than what they quoted to us only four days prior.

We thought we were making a sound decision when we decided to purchase from Phillips Chrysler Jeep. This is an example of a deal gone bad, we just wanted to upgrade our vehicle but instead our money was taken from us and we were given the run around.

Many thanks to Jeanine Bohlander, Carlos Arandia, Marc Anglin, and Steve Warren at Ocala Ford Motors. The staff at Phillips Chrysler Jeep can learn a lot from Ford of Ocala's staff.

Deeply Disappointed,

cc: BBB of Central Florida, Inc.  
CNA National Warranty Corporation - Florida  
Daimler Chrysler Corporation  
Federal Trade Commission  
Florida Department of Financial Services  
Florida Department of Agriculture and Consumer Services  
Ford Motor Company  
Ford of Ocala  
Gainesville Sun  
GAP Insurance  
Madison National Life  
Ocala Lincoln Mercury  
Ocala Star Banner  
Office of the Attorney General  
Office of the Governor  
Phillips Chrysler Jeep  
Riverside National Bank of Florida  
State Attorney 5th Judicial Circuit  
State Farm Ins. Co.  
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