



STATE OF GEORGIA
GOVERNOR'S OFFICE OF CONSUMER AFFAIRS

2 MARTIN LUTHER KING, JR. DRIVE, SE, SUITE 356
ATLANTA, GEORGIA 30334-4600
404-651-8600
www.consumer.ga.gov

Sonny Perdue
GOVERNOR

Joseph B. Doyle
ADMINISTRATOR

March 14, 2007

[REDACTED]
Atlanta, Georgia [REDACTED]

Re: Reference File Number 195088
Business Name: Ford Motor Company

Dear [REDACTED]

The Georgia Governor's Office of Consumer Affairs has received your complaint regarding Ford Motor Company. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for further review. Please direct all future correspondence to them at the following address:

National Highway Traffic Safety Administration
400 Seventh Street, SW, Room 5232
Washington, DC 20590-0003
Phone: 202-366-0123
Toll-free: 888-327-4236 (888-DASH-2-DOT)
TTY: 800-424-9153/ 202-366-7800
Web site: <http://www.nhtsa.dot.gov>

Thank you for bringing this situation to our attention.

Sincerely,


Virginia Harris
Complaint Intake Technician

JBD:vh

cc: National Highway Traffic Safety Administration

#10187890

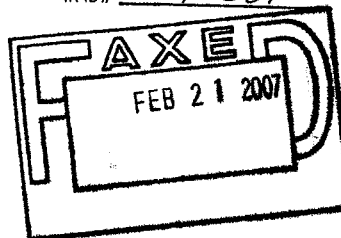
mc
3/30/07
cc

WF ID#

195088

IN ID#

2092501



February 20, 2007

Governor's Office of Consumer Affairs
Two Martin Luther King, Jr., Drive, S. E.
Suite 356
Atlanta, Georgia 30334-4600

Dear Sir/Madam:

I am the owner of 2004 Lincoln Aviator purchased new. Unfortunately, I've had several experiences with the quality of the vehicle which were repaired under warranty. I'm aware this is beyond the Lemon Law timeframe, however, believe a manufacturer should alert their customers of situations known to them regardless of whether it's a recall matter or not.

Case in point...the liftgate or hatch cracked like an egg just below the Lincoln emblem almost in the middle of the door. Crack is about as long as your index finger and is completely separated. After checking with service department at the dealership, I was advised to take vehicle to their bodyshop. Upon inspection there, I was told the crack was "stress" and that the shop had replaced several panels due to that condition on my model and the Mountaineer. Bottom line is, entire panel will have to be replaced to the tune of \$522 total. Called Ford Lincoln-Mercury customer service and spoke with their representative Sherry and per her they were aware of the problem on the Ford Explorer but not with the Navigator. "But" there was no recall sent because recalls were issued for matters of safety concerns. Sherry said she'd document my call and that was the end of our conversation.

I don't think a consumer should bear the total brunt of replacing parts that a manufacturer already knew was a problem. My vehicle is out of warranty for bodywork. This is an engineering design failure on the part of the manufacturer that translates to inferior quality of their product. On top of that, the question is has Ford Motor Company rectified the situation, as it would do no good to replace a panel that has the potential to crack again. Everybody hollering about customer satisfaction but when it comes down to money there is no such thing as customer satisfaction...as a matter of fact, there's no customer just "company" satisfaction. And the American auto industry wonders why their sales are down. They should look in the mirror....a long, hard look. Quality and service will make or break any business. Ford isn't taking responsibility for their own mistakes and I don't believe I should be made to either.

-2-

Please review and advise.

Cordially yours,

[REDACTED]

[REDACTED]

Atlanta, GA [REDACTED]

Cc: Ford Lincoln-Mercury, Dearborn

FAX

[REDACTED]

WF ID# 195088 dup
IN ID# 2093753

RECEIVED MAR 07 2007

March 6, 2007

Governor's Office of Consumer Affairs

Dear Sir/Madam:

I originally faxed attached letter to [REDACTED] on February 20th. However, hadn't received any communication so I spoke with Mr. Calhoun of your office this morning and he suggested I mail the letter and upon receipt someone would read and channel it on to a counselor for review. What I'd like to know is, do I have no rights/recourse as a consumer against Ford Lincoln-Mercury for the problem with my vehicle. Would appreciate a response either way.

Thank you

[REDACTED]

February 20, 2007

Governor's Office of Consumer Affairs
Two Martin Luther King, Jr., Drive, S. E.
Suite 356
Atlanta, Georgia 30334-4600

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Cordially yours,

[REDACTED]

[REDACTED]

Atlanta, GA

Cc: Ford Lincoln-Mercury, Dearborn

[REDACTED]