

CL-10226191-8511

From: Test, Crash <NHTSA>
Sent: Monday, April 21, 2008 2:49 PM
To: [REDACTED]
Subject: FW: Ford Motor Company

2008 APR 23 AM 7:58

Hello [REDACTED]

Could you please see to it that someone helps answer this consumers email question at there earliest convenience?

Thank you very much,
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, April 16, 2008 7:24 PM
To: Test, Crash <NHTSA>
Cc: crcfmc@ford.com
Subject: Fw: Ford Motor Company

Good Evening,

First, I want to thank your for looking out for the safety of all vehicle consumers; without you, the vehicle companies would not be forced to ensure their companies comply with all Federal Safety Requirements.

I would like to make the following comments for use as you see fit:

You will see from the email string below the response from Ford Motor Company regarding my request for a loaner vehicle while my vehicle is being repaired. They seem to divest themselves of all responsibility (except for repairs) of their violation of the Federal Motor vehicle Safety Standard No. 208.

1. They refer me to a possible loaner program and the "independently owned and operated" dealerships; however, those dealerships did not manufacture the vehicle nor did they violate the Federal Standard.
2. They then refer me to my warranty coverage, again ignoring the fact they did not comply with the standard and are only making the repairs because they are forced to. This is not a warranty issue or they wouldn't repair the vehicle if outside the warranty period.
3. And then, after failing to admit their total fault, they try to get me to consider buying a new car.

What service! They really stand behind their vehicles and their commitment to safety.

[REDACTED]
Flower Mound, TX

----- Original Message -----
From: <crcfmc@ford.com>

NIM
3/16/08
8:15
KB

To: [REDACTED]
Sent: Tuesday, April 15, 2008 10:39 PM
Subject: Ford Motor Company

Dear [REDACTED]

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding a loaner vehicle while your 2006 Ford Mustang GT is being repaired for the Compliance Recall 08C02.

Dealerships are independently owned and operated and therefore, it is at the dealerships discretion to provide the customer with a loaner vehicle. We recommend that you ask your dealership if they have a rental program and if so, we suggest you inquire about their guidelines.

Rental provisions are provide though owing a Extended Service Plan (ESP) which outlines the number of days and dollar amount the rental is for. A rental is also available if your servicing dealership, participates in a rental program and if so, their rental program may have certain guidelines to follow before issuing a one to the customer.

The standard bumper-to-bumper warranty or a 12/12 parts warranty, does not provide any provisions for a loaner vehicle. Therefore, if the vehicle does not have an ESP or the dealership does not have a rental program, then it's up to the dealership to make the final decision if they are going to assist with rental cost.

Currently, there are various special incentives and offers available on Ford Motor Company products. I encourage you to visit us at www.fordvehicles.com. Simply, choose the vehicle you may be interested in, enter your zip code, and all current offers will be displayed to you.

If you have any other inquiries, please feel free to contact us and we will be happy to address them for you.

Improving the fuel economy of your vehicle starts with regular maintenance at your local Dealership. Following the maintenance schedule is an easy way to optimize your vehicle's fuel economy. Click on the attached link to highlight current incentives and offers available at your local Ford and Lincoln Mercury Dealers.

<http://www.genuineservice.com/genuineservice/en/default?page=K>

Sincerely,
John
Customer Relationship Center
Ford Motor Company

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

[THREAD ID:1-4010VN]

-----Original Message-----

From: [REDACTED] Ford Motor Company
Main Topic: VehicleServiceIssues
Email Questions: My Ford (1ZVHT82H565 [REDACTED]) is being recalled (08C02). The recall notice says the repairs will take at least one-half day and maybe longer. Will the dealer provide me a loaner car while the repairs are being accomplished?
Owner: Yes
Vehicle Identification

Number: 1ZVHT82H565 [REDACTED] Mileage: 30900 Vehicle Location: In Possession If
Contacted Dealer: No Dealer Name: Ford Country of Lewisville Owner First Name:
[REDACTED] Owner Last Name: [REDACTED] Owner Email Address: [REDACTED] Owner
Address1: [REDACTED]; Flower Mound State: TX Zip Postal: [REDACTED] Country:
United States Day Phone: [REDACTED]