



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
09-JUN-2009	Reference No. 10273222

OWNER INFORMATION (Type or Print)			
Name	Address		City
			ALLENTOWN
State	MI	Zip Code	

Daytime Telephone Number	E-mail Address
Evening Telephone Number	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1FMYU02Z35K				Make FORD	Model ESCAPE	Model Year 2005	
Date Purchased November 2004	Dealer's Name and Telephone Number Imlay City Ford 810 724 5900			Engine: No: Cylinders 4	Fuel Type: Gas		
Original Owner <input checked="" type="checkbox"/>	Dealer's City Imlay City		State MI	Zip Code 48444			
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s) 01 JUN-2008 16		
<input checked="" type="checkbox"/> Cruise Control							

FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE		Failure Mileage 62000	Failure Speed 45 65 (Construction zone)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE		
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE		
Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2005 FORD ESCAPE. WHILE DRIVING 45 MPH, THE VEHICLE BEGAN MAKING LOUD, HORRIBLE NOISES FROM THE ENGINE COMPARTMENT. IT SOUNDED AS IF THE ENGINE WOULD FALL APART. THE CONTACT PULLED THE VEHICLE OVER AND TURNED OFF THE ENGINE. THE VEHICLE WAS TOWED TO A DEALER AND THEY STATED THAT A NEW ENGINE WAS NEEDED BECAUSE THE CONNECTION ROD SHATTERED IN THE ENGINE. THE DEALER WAS CONVINCED THAT THE VEHICLE WAS NOT WELL MAINTAINED; THEREFORE, THEY DID NOT ASSUME RESPONSIBILITY FOR THE REPAIRS. THE CONTACT BELIEVES THAT THIS WAS DUE TO A MANUFACTURER DEFECT AND THEY SHOULD BE RESPONSIBLE FOR THE REPAIRS. THE ENGINE WAS TAKEN APART BY HER HUSBAND AND REPLACED WITH A NEW ENGINE. THE CURRENT AND FAILURE MILEAGES WERE 62,000.
Removed

Specifically, installation of a bad part which later failed.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

My letter to Darryl B. Hazel (at Ford Headquarters) dated December 22, 2008 outlines the majority of the details as to what the problem was with my vehicle and what I have done to get assistance from them. I do understand that the bumper-to-bumper probably would have taken care of the problem with little or no question, but I question why I would need it when the part that was installed in my engine failed when those parts do not fail unless they were defective from the beginning. Connecting rods do not shatter unless they were bad when they were installed – I do understand about bad parts with my husband being a machinist (you cannot always see that a part is bad – it has to break for you to know).

You will note that I started asking for help at the base level (dealership) and worked my way to the top when I got no assistance. The whole time I was requesting assistance, Ford's representatives had not taken the engine apart to determine what had actually happened – they never requested my permission to take the engine apart and I was not aware that they needed my permission. The engine is still "in-tact" except that the oil pan and the valve covers were removed.

My husband purchased a used engine (not the first one talked about in one of my correspondences) for \$1100 – it was out of a test vehicle and it had some 1700 miles on it. He removed the bad engine and installed the new one in his "spare time" between Thanksgiving and Christmas. I have had no problems with the new engine.

I still hope that Ford will take the old engine off our hands and have their own technicians examine it for their own information. I am certain that they will determine that a bad part was installed and that it broke by no fault of mine. With that, I want to be reimbursed for the engine that is in my vehicle now and for \$800 of my husband's time for labor/travel expenses. Last, I still want a copy of the "internal records" that Ford has on my vehicle (I want you to see it, too) that they have refused to release to me.



IMLAY CITY FORD

1788 S. CEDAR ST.
 IMLAY CITY, MI 48444
 PHONE (810) 724-5900

788 VAN DYKE (M-53)
 IMLAY CITY, MICHIGAN 48444
 PHONE (810) 724-5900
 FAX (810) 724-1401

NICK GOLSON
 SERVICE ADVISOR

ESTIMATE SHEET

NAME [REDACTED]
 ADDRESS _____

DATE 8/19
 PHONE _____

YEAR-MODEL-COLOR	MAKE OF CAR	BODY TYPE	LICENSE NO.	SERIAL NO.	MOTOR NO.	MILEAGE
2005 ESCAPE	FORD					

REPAIR	REPLACE	DESCRIPTION OF REPAIRS	PART NUMBER	PART PRICE		LABOR		SUBLET WORK	
	—	Long block		3489	38				
	—	egr tube + gaskets		77	86				
	—	t-stat + gaskets		53	16				
	—	coolant, clamps, nuts		70	00				
	—	spark plugs, oil + filter		90	00				
	—	oil cooler, pcv valve + gasket		125	72				
	—	MISCELLANEOUS		250	00				
		LABOR				1177	80		

TOTALS

LABOR	1177	80
PARTS	3906	12
MATERIALS	250	00
SUBLET WORK		
TAX	234	37
GRAND TOTAL	5568	29

This estimate is based on our inspection and does not cover additional parts or labor which may be required after the work has been started. Worn or damaged parts which are not evident on first inspection may be discovered, naturally this estimate cannot cover such contingencies. [REDACTED] notice, this estimate is for immediate acceptance.

This work authorized by [REDACTED]

ESTIMATE SHEET

POWERS, CHAPMAN, DeAGOSTINO,
MEYERS & MILIA
ATTORNEYS AND COUNSELORS
PROFESSIONAL CORPORATION
3001 WEST BIG BEAVER ROAD, SUITE 704
TROY, MICHIGAN 48064

(800) 231-1466
(248) 816-8100
FAX (248) 643-2476

September 5, 2008

Ford Motor Company
1 American Road
Dearborn, MI 48126-2798

Re: [REDACTED]
VIN #: 1FMYU02Z35K [REDACTED]
Our File #: 523360

Dear Sir or Madam:

This office has been contacted by Ms. [REDACTED] regarding her 2005 Ford Escape. Ms. [REDACTED] states the vehicle has less than 63,000 miles on it. Further, she states she has kept the vehicle in excellent condition by performing regular oil changes and other maintenance checks. Ms. [REDACTED] informs me that on or about June 16, 2008 she was driving the vehicle when the engine failed. She learned that the connecting rod had shattered. She states she was informed that the problem was a manufacturing defect. Ms. [REDACTED] immediately contacted Ford regarding the issue. She states after communicating with Ford for several weeks she was told that Ford is refusing to repair the defect.

Ms. [REDACTED] maintains that the vehicle was kept in excellent condition. Indeed, she followed Ford's 2005 Ford Focus Full Maintenance Schedule as required. Despite her keeping the vehicle in excellent condition, Ford has denied her claim. Ms. [REDACTED] was informed that Ford took into consideration her buying history in its decision to deny her claim. We are unsure why this would be a factor in the decision. However, Ms. [REDACTED] states she has purchased Ford vehicles for many years. Indeed, her father, [REDACTED] worked for Ford. Thus, the vehicles she purchased were under his name. Therefore, Ms. [REDACTED] has been a loyal customer of Ford for many years.

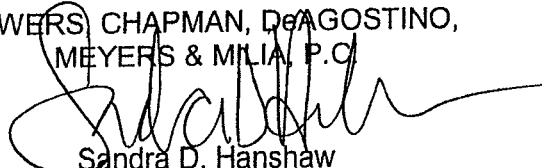
This is an urgent demand that Ford immediately repair/replace the engine. Ms. [REDACTED] has been without a vehicle since June, which has placed an extreme hardship on her and her family. The cause of the engine fail was a manufacturing defect. Thus, Ford should take action and immediately remedy the situation.

You may contact Ms. [REDACTED] directly at [REDACTED] or the undersigned. Should you contact the undersigned, please do so in writing referring to file number 523360. If we do not hear from Ford within five (5) days of receipt of this letter, we will assume you do not wish to resolve this matter amicably. In that case, I will advise Ms. [REDACTED] of all legal options available to her.

Thank you in advance for your prompt attention and anticipated cooperation in this matter.

Sincerely,

POWERS, CHAPMAN, DeAGOSTINO,
MEYERS & MILIA, P.C.


Sandra D. Hanshaw
Attorney at Law



Office of the General Counsel

Ford Motor Company
Parklane Towers West
Suite 1500
Three Parklane Boulevard
Dearborn, Michigan 48126-2568

September 10, 2008

*Sent Via Fax

Ms. Sandra D. Hanshaw
Powers, Chapman, DeAgostino, Meyers & Milia
3001 West Big Beaver Road, Suite 704
Troy, MI 48084

RE: [REDACTED]
2005 Ford Escape

Dear Ms. Hanshaw:

I am in receipt of your letter dated September 5, 2008. If you have not already done so, please forward the following documents into our office:

- retainer/agreement signed by your client
- vehicle registration
- sales/lease agreement
- all applicable repair orders
- any receipts to be considered for reimbursement

In addition, if a vehicle refund is being requested, please have your client fill out and sign the authorization listed below.

"I authorize _____ to release the payment history and loan balance for my 2005 Escape to Ford Motor Company in order to process said refund transaction".	
(X) _____	Acct# _____
Lending Institution's Phone# _____	

- 2 -

A review of your client's claim will begin when these documents have been received by our office. I will update you with the findings from our investigation, as soon as possible. If you need to contact me or have additional information to submit, you may reach me by phone at (313) 845-5645 or by fax at (866)670-0340.

Respectfully yours,

Catherina Papalia-Reid
Legal Analyst

POWERS, CHAPMAN, DEAGOSTINO,
MEYERS & MILIA
ATTORNEYS AND COUNSELORS
PROFESSIONAL CORPORATION
3001 WEST BIG BEAVER ROAD, SUITE 704
TROY, MICHIGAN 48064

(800) 231-1466
(248) 816-8100
FAX (248) 643-2476

September 12, 2008

Ms. Catherina Papalia-Reid
Ford Motor Company
(866) 670-0340

Re: [REDACTED]
VIN #: 1FMYU02Z35K [REDACTED]
Our File #: 523360

Dear Ms. Papalia-Reid

Thank you for your prompt response to my letter. Mrs. [REDACTED] informs me that her vehicle is currently at Imlay City Ford, where it has remained since the engine failure. Thus, at this time, she has no receipts to submit for reimbursement. Our goal in contacting Ford Motor Company is to have the engine repaired. Mrs. [REDACTED] has been communicating with Ford Motor Company for several weeks attempting to resolve this matter. Indeed, she has communicated with Ms. Nancy Jay, as well as Shawna Santiago. These communications should be easily accessible by simply inputting Mrs. [REDACTED] VIN number.

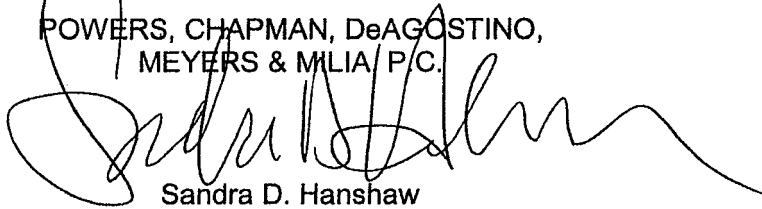
To our knowledge, the vehicle has not been examined by Ford Motor Company. We are requesting that Ford Motor Company inspect the vehicle, conduct a diagnosis and make the necessary repairs.

Please be advised at this time Mrs. [REDACTED] has not retained this office. As such, you should feel free to contact her directly to discuss these issues. You may contact her at the address previously given or via telephone at [REDACTED]. Feel free to leave Mrs. [REDACTED] a message if she is not available.

Thank you for your prompt attention and anticipated cooperation in this matter.

Sincerely,

POWERS, CHAPMAN, DeAGOSTINO,
MEYERS & MILIA P.C.



Sandra D. Hanshaw
Attorney at Law

September 26, 2008

POWERS, CHAPMAN, DEAGOSTINO,
MEYERS & MILIA

Sandra D. Hanshaw, Attorney at Law
3001 West Big Beaver Road #704
Troy, MI 48084

Re: File No. 523360.

Dear Ms. Hanshaw:

As you are well aware, my situation of being without my vehicle has gone on now for more than three months. During that time, I have been in constant contact with Ford Motor Company. As you are also aware, my contact has gotten me nowhere to this point.

My current situation is that I am borrowing a vehicle from a friend who has a company car. That situation will change when they have to turn the company car in on October 17th. At that time I will be completely without a vehicle again (like I was for the first two months of this headache).

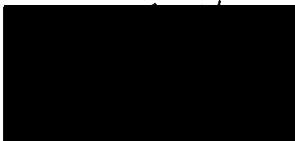
I am also in a bad position because my husband and the owner of St. Clair Engines (in Armada) need to make a decision about a purchase of an available used engine. This engine was removed from a vehicle that was totaled in an accident. There is another person interested in purchasing the engine, and the owner of it will only hold it until October 4th (at which time we must take it or lose it to the other customer). I am not willing to lose it because these engines are not easy to come by. Hopefully, it could be installed in my vehicle before the 17th!

If I have not heard from Ford Motor Company by October 3rd at the end of the day, I will have my husband take delivery on the used engine and I will be forced to take Ford Motor Company or one of its representatives to small claims court for reimbursement.

I am still in disbelief that this process has been on-going since June 17th, and that Ford Motor Company will not stand by a product that is obviously defective from a manufacturing standpoint. Their customer service department and the people at Imlay City Ford have not represented me satisfactorily, and I feel that they have pushed me around for too long now. I am also in disbelief that Imlay City Ford still has my vehicle on their property and has not called to ask me why it is still there?!

I thank you for all you have done to this point, and I hope to get some good news from you before the end of the day Wednesday.

Respectfully,



Ford Motor Company
One American Road
408-E3
Dearborn, MI 48126

SENT VIA FAX

October 9, 2008

Ms. Sandra D. Hanshaw
Powers, Chapman, DeAgostino, Meyers & Milia
3001 West Big Beaver Road, Suite 704
Troy, MI 48084

RE: [REDACTED]
Vehicle: 2005 Escape

Dear Ms. Hanshaw:

We are in receipt of your correspondence regarding concerns pertaining to the above-mentioned vehicle. We have thoroughly reviewed the claim and after conducting an investigation have concluded that in Ford's good faith judgment, the subject vehicle does not qualify for after warranty assistance or any other form of monetary compensation towards the engine repair.

Thank you for the opportunity to review this claim.

Respectfully yours,

Catherina Papalia-Reid
Legal Analyst

POWERS, CHAPMAN, DEAGOSTINO,
MEYERS & MILIA
ATTORNEYS AND COUNSELORS
PROFESSIONAL CORPORATION
3001 WEST BIG BEAVER ROAD, SUITE 704
TROY, MICHIGAN 48064

(800) 231-1466
(248) 816-8100
FAX (248) 643-2476

October 17, 2008

Ms. Catherina Papalia-Reid
Ford Motor Company
One American Road
408-E3
Dearborn, MI 48126

Re: [REDACTED]
VIN #: 1FMYU02Z35K [REDACTED]
Our File #: 523360

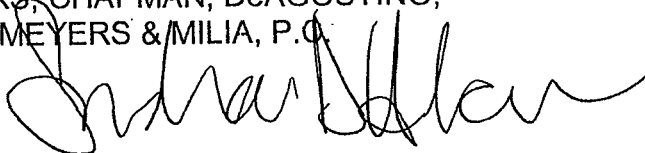
Dear Ms. Papalia-Reid

We are in receipt of your recent letter informing Mrs. [REDACTED] of Ford's refusal to repair the defect. We are requesting that you provide Mrs. [REDACTED] a complete copy of any and all records in possession of Ford relative to her claim. Please include any and all notes and communications regarding the issue. You may send this information to Mrs. [REDACTED] at [REDACTED] [REDACTED], Allenton, Michigan [REDACTED]

Thank you for your prompt attention and anticipated cooperation in this matter.

Sincerely,

POWERS, CHAPMAN, DeAGOSTINO,
MEYERS & MILIA, P.C.



Sandra D. Hanshaw
Attorney at Law

[REDACTED]
Allenton, MI
[REDACTED]

December 22, 2008

Darryl B. Hazel
Senior Vice President;
President, Customer Service Division
Ford Motor Company
1 American Road
Dearborn, MI 48126

Dear Mr. Hazel:

I am writing this letter to tell you about a long ordeal I have had to deal with, I feel, at the hands of Ford Motor Company representatives. I must say that it is long and I would appreciate if you will find the time to read the whole letter.

I finally got my vehicle (2005 EscapeXLS – VIN 1FMYU02Z35K [REDACTED] back a few days ago after being without it for more than six months.

On June 16th, the engine failed on the way to youth retreat at Notre Dame University – it went “from swell to [REDACTED]” in a matter of moments in a construction zone on Highway 69 near Durand. My husband picked it up in an enclosed trailer and hauled it to St. Clair Engines in Armada, Michigan.

On June 17th, I called Ford Customer Assistance Center (Cindy-800 392 3673) and was told that Ford could not consider helping me in any way until one of their dealers diagnosed the problem. I called Imlay City Ford (where I purchased the vehicle in November of 2004). I talked to Nick who said to bring it in and he would diagnose it and submit the information to Ford.

My husband, [REDACTED] delivered the vehicle to Imlay City on June 19th with the oil pan off and gave Nick an idea of what he thought had happened (a valve probably dropped, broke the connecting rod, and tore up the engine – certainly a manufacturing defect having to do with installation of a defective part in my engine). I talked to Nick the next day, and he said that he had submitted the information and I should hear something soon.

On or about the 8th of July, Nick called me and said that it would be more of a problem because we had not purchased the extended warranty. At this time he told me that he would need to see receipts for oil changes and any other maintenance that may have been done on the vehicle. I asked if he needed all receipts or if they are just trying to establish a pattern of service. He said the last year or so would probably be enough. Receipts were turned in a week or so later and he said that he would be sending them to Nancy Jay (Parts/Service Zone Manager – Detroit

Region) so that she could make a determination. I called him a few days later and he said that Nancy would be in the following week and we should hear something at that time.

On July 29th, I got a call from Heather who said that the request for assistance had been denied and no reason was given. I called and talked to Nick who said that it was denied because they would need to see all the receipts from the time the vehicle was purchased. He called later the same day in a "conversation that never happened" to suggest that I call Marisol Van at the same number as Heather (800 392 3673 or 866 631 3788 ext 7262). He said she is usually more understanding than Heather in these type matters. I left a message for her on three occasions, but she never returned my call. The rest of the receipts were dropped off at Imlay City Ford a couple days later – Nick knew that not all may have been there, but there certainly was a very good maintenance pattern and the overall condition of the vehicle in the lot was certainly in our favor.

Up to this point, I had explained several things to every person who would listen: My husband, [REDACTED] is a journeyman toolmaker/machinist. He owns a machine shop machining mostly engine parts for companies (Pleasurecraft Marine, Tecogen, and others) – he has done this all his life and he maintains/repairs all his own equipment and is well aware of the advantage to keeping the equipment maintained properly to avoid breakdowns. Further, he has been racing with his brothers for more than 25 years now – they are in the top two nationwide presently (mud drags). He can literally take a machine (cars included) apart and put it back together with no leftover parts and have it running like new. I am a school bus driver for Almont Community Schools. I do a 70 point check on my bus each and every day I drive it (check fluids, lights, fans and heaters, undercarriage, belts, leaf springs, etc.). I changed my own oil and rotated my tires and wheels on all my vehicles until my husband took over the job. He now does my oil changes in exchange for me taking care of his bookkeeping for his company. It is extremely inconvenient for me to have IC Ford do my oil changes because I must leave my vehicle (20 miles each way for me and someone to bring me home) and my husband can do it on Sunday when I really go nowhere. He does not do just an oil change when he changes the oil in my vehicle – he checks all the fluids, belts and filters on the engine, inflation in the tires, brake condition, and overall condition of the vehicle – something the dealership does not do. I also explained that I have been purchasing only Ford vehicles all my life (33+ years now, as I am 51) - some in my married name, but most through my father [REDACTED] – a Metallurgical Engineer for Ford for most of his working career). I have purchased at least a dozen new vehicles and a couple used ones – now for our daughter (who plans to purchase a new Mustang soon).

The next step I took was to talk to my brother who had a customer advocate he knows personally look into the situation for me (her name is Lauren). He told her about my situation and she admitted that something sounded "off". She did look into it and that is why I am told that Ford took the situation a step further.

More time went by and I made several calls to Imlay City Ford and Ford Customer Service. Nothing got anywhere, and it seemed as if Ford was just hoping this whole thing would go away. Shawna Santiago (313 322 3000) called a couple times, but had no answer yet.

Finally, on August 18th, Shawna called and said that "with the receipts Nancy Jay received, there was not enough information for her to determine that the vehicle was well maintained". Further, she stated that my purchase history was a factor in the determination. I asked Shawna to put all of that in writing to me and she said she could not and would not - the phone conversation would have to suffice. Even further, she said that the "bumper to bumper probably would have helped" at which time I explained just how inconvenient the "bumper to bumper" is when you are dealing with Imlay City Ford. I then talked to Reed and Nick at Imlay City Ford and they admitted to me that Nancy Jay had never even seen my vehicle and that her determination was based wholly on the receipts I had submitted.

Next, I talked to a cousin whose husband worked at Ford until the day he died [REDACTED]. She deals with a dealership she is very pleased with and she talked to the service manager on my behalf. He said that he felt that the dealership was misrepresenting me because I had told them that if Ford Motor Company did not fix the vehicle in standing up for their quality issues that my husband would put the new engine in it. He put my VIN into the computer and the history of my ongoing situation simply showed "no comment". He said that the history should be completely there and that something was definitely wrong with what is happening.

I called my prepaid legal services on September 5th, and the attorney who took on my issue (Sandra D. Hanshaw – Powers, Chapman, DeAgostino, Meyers & Milia) said that the whole situation seemed "off" to her as well. She sent a letter to Ford demanding that Ford immediately repair/replace the engine. She got a letter back from Catherina Papalia-Reid (Legal Analyst) basically requesting "lemon law" information. Sandra replied with a letter stating that my vehicle was still sitting in the lot at Imlay City Ford where it had remained since the engine failure and that no work had been done to it and, to our knowledge, Ford had yet to examine the vehicle to determine what had really happened. She made a few phone calls to Catherina Papalia-Reid that went unanswered as well.

On October 9th, Catherina Papalia-Reid merely sent a letter that they had looked into the matter and that they had concluded that the vehicle does not qualify for warranty assistance or monetary compensation towards the engine repair. My attorney replied with a letter requesting a copy of any and all records in possession of Ford relative to my claim. NOTHING has been received to this day, and I feel that your legal analyst has done nothing with this case from the day it came to her desk – I am willing to bet that she merely waited for time to pass and sent a letter as if she had really looked into the matter at all.

I called Nick at the dealership after receiving the letter. I asked him just what exactly they had done to my vehicle to make the determination that was entered into the computer for Nancy Jay. He said that I had made myself very clear that I could not afford to have Imlay City Ford fix the vehicle (he had quoted \$5-6,000) if Ford was not taking care of it, so he never really "tore into it". He had merely taken the information [REDACTED] gave him of what he saw when he and his friend at St. Clair Engine [REDACTED] had determined when they removed the oil pan, he looked under the hood, and started the engine. This means that nobody at Ford knows to this day what happened. I will tell you that unless I hear from you that Ford wants the engine (at a price), my husband plans to take the engine apart over Christmas break to determine exactly what happened – believe me, he and [REDACTED] will know.

My husband purchased a used engine with 1700 test miles on it, and he finally got it in my car. I went more than six months without a vehicle – riding my bicycle in the summer, and borrowing old beaters from friends since the beginning of school. I am grateful to them, but extremely disappointed with Ford Motor Company. I certainly will have second thoughts about driving into a Ford dealership for any purchase after owning nothing but Fords all my life – what a sad turn of events. I honestly get a sick feeling in the pit of my stomach every time I see a Ford commercial on TV or the blue oval anywhere out in public – I thought I had reserved that feeling for just the Internal Revenue Service.

*I am sure that I was misrepresented by everyone at Ford from the dealership who never really diagnosed the problem to Nancy Jay who made a determination by looking at oil change receipts and without talking to me or even seeing my vehicle (Nick will tell you that the condition is nearly pristine – the paint is unscratched, the metal is undented, the windshield is perfect, the 30k mile tires have 62k miles on them and are still good, and the interior is meticulous). Nancy Jay clearly **did not do her job** but merely hid behind the lack of a “bumper to bumper” warranty rather than find out that there was a manufacturing defect at issue. Further, your legal analyst **did absolutely nothing** for me; you need to know that because I still have not received information that was requested. I feel like I went through the “ordeal from [REDACTED]” at the hands of representatives of Ford Motor Company and I am not hesitant to share this information with family and friends who are thinking of purchasing a Ford vehicle (including our daughter).*

I sincerely hope to hear from someone soon as to my dissatisfaction and in getting the information I requested. I also hope that someone will show an interest in finding out just what the manufacturing defect was and possibly compensating me as a show of standing behind Ford quality. As I told Shawna when I talked to her – the thing the American car manufacturers had going for them all along was employment of Americans and the customer service they could provide – I guess maybe I should rethink what I said back then!

Respectfully,

[REDACTED]

*Cc: Board of Directors, Ford Motor Company (Dearborn, MI)
Sandra D. Hanshaw (Powers, Chapman, DeAgostino, Meyers & Milia)*



Ford Customer Service Division

PO Box 6248, MD 3NE-B
Dearborn, MI 48126 USA

January 7, 2009

[REDACTED]
Allenton, MI [REDACTED]

RE: 2005 Escape VIN # 1FMYU02Z35K [REDACTED]

Dear Mrs. [REDACTED]

This letter is being sent pursuant to your letter to Ford Motor Company dated December 22, 2008

The circumstances that you outlined concerning your vehicle have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives. We commit substantial resources in a sincere attempt to resolve the concerns of our owners. However, limits must be placed on those efforts. We regret not being able to meet your expectations as our review indicates that the previous decision provided by Ford Motor Company is appropriate.

Thank you for contacting us. We appreciate the opportunity to review your concern.

Sincerely,

Lynne Buckman
Lynne Buckman
Ford Motor Company
Executive Offices



[REDACTED]
Allenton, MI
[REDACTED]

January 22, 2009

Darryl B. Hazel
Senior Vice President;
President, Customer Service Division
Ford Motor Company
1 American Road
Dearborn, MI 48126

Dear Mr. Hazel:

Attached, please find a copy of the "generic letter" Lynne Buckman said I would receive after I requested it during our conversation in early January. I have no idea of how this woman called me after I sent a letter directly to you. She did not present herself as a member of your staff, and I have no clue as to why she was the one asked to reply to a letter I sent directly to you.

I must say, I was put on the defensive almost immediately with our conversation, as I am sure that she wanted to do nothing more than tell me that my letter was received and that would be the end of that. I did not appreciate her way of acting as if she sympathized with my situation – it came off as offensive because there appeared to be no interest on her part for my problem.

During our conversation the tone of Ford Motor Company's logic changed from what I had been told in the past. It went from "with the receipts Nancy Jay received, there was not enough information for her to determine that the vehicle was well maintained" and having my "purchase history" being a part of the factor to a tone whereby Lynne Buckman said that the fact that I had told Imlay City from the "get-go" that if Ford would not offer assistance that I would have my husband do the job. I told Lynne Buckman that the determination had been made very early on that the vehicle needed a new engine and neither Imlay City Ford nor Nancy Jay (Parts/Service Zone Manager – Detroit Region) had ever asked me for permission to go any further in the engine to determine if it was a manufacturing defect but went ahead and made a decision based on what little knowledge they

had in the matter. I asked Lynne Buckman what would have happened if the engine had been torn apart by Imlay City Ford and they had found the problem had resulted from installation of a defective part in the engine – she actually had the gall to say that Ford probably would have replaced the engine or offered assistance of some kind. I was asked how I was to have known that the dealership should have asked for permission to go further – I have never asked Ford for assistance in my more than 32 years of purchasing new Ford vehicles. She said that perhaps they should have just asked me but the fact remains that they did not and she went on to say that the matter is now closed because my husband has done the work on the vehicle. I mentioned that the engine is still in-tact on an engine stand at St. Clair Engine in Armada and she said that Ford would not be interested into looking any further into what actually happened. When I asked her how long I should have waited before having my husband do the work (as it was, the failure was on June 16th and he never touched the engine to replace it until just after Thanksgiving) and she didn't give me an answer to the question. In all this time, nobody ever asked me what type of compensation I was asking for in this whole matter – isn't that strange since you pride yourselves on customer satisfaction?

Once again, when I asked for a copy of Ford's records on my vehicle, she told me that they are for "internal use only". I still want them, and will not be satisfied until I receive a copy and until I know that Ford knows what went wrong with my engine. If Ford has nothing to hide, there should not be any problem sending my vehicle records to me and for you to find out what went so wrong with my vehicle by having your people investigate it.

Respectfully,



*Cc: Board of Directors, Ford Motor Company (Dearborn, MI)
Sandra D. Burink (Powers, Chapman, DeAgostino, Meyers & Milia)*



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

February 25, 2009

[REDACTED]
Allenton, MI [REDACTED]

Dear [REDACTED]

Your recent letter dated January 22, 2009 has been received and reviewed. Thank you for keeping us apprised of your situation.

Please be assured that any time a customer writes to us, it is appreciated. Every customer is of the highest value to Ford and we make every effort to assist anyone who writes, emails, or calls us regarding any situation.

It is in this spirit that we now write to you regarding your present circumstances. The persistence with which you have maintained contact with us on these issues is evidence of the weight that they hold with you. It is just as important to Ford Motor Company that we ensure this situation is properly resolved.

We have thoroughly researched your previous contacts with us. We have seen that you have recently spoken with a representative in our Executive Offices and that you were provided Ford's position regarding your concerns. We feel this is the appropriate response at this time.

We value your thoughts and appreciate that this may not be the answer you were hoping for when you wrote to us. However, we must stress that at this time, Ford Motor Company has provided you with a final resolution.

Thank you again for your time and consideration.

Sincerely,

L. Arledge
Ford Motor Company
Ford Executive Offices



[REDACTED]
Allenton, MI [REDACTED]

March 9, 2009

Darryl B. Hazel
Senior Vice President;
President, Customer Service Division
Ford Motor Company
1 American Road
Dearborn, MI 48126

Dear Mr. Hazel:

I sent you a letter again on January 22nd and received a phone message at my home a couple weeks later from Lynn Arledge (?) who identified herself as an executive liaison. I returned her phone call now three (3) times. I told her that I work as a bus driver and have another job in between – I am not available for phone calls from 5:45am – 5:30pm most days and that she would have to contact me by mail. I have heard nothing further.

I still want a copy of the records on my vehicle– it is my vehicle and I feel that I am entitled to a copy of the records you have. If you have nothing to hide, this should not be a problem.

As I mentioned in my January 22nd letter, nobody ever asked me what type of compensation I was asking for even though you pride yourselves on “customer satisfaction”. The engine remains “in-tact” waiting for St. Clair Engines to get my “go ahead” to take it apart and give me proof that it was a manufacturing defect that made the engine fail. When I get the proof from them that it was a manufacturing defect and if Ford has offered me no compensation, I will take the matter further.

Respectfully,

[REDACTED]
Cc: Board of Directors, Ford Motor Company (Dearborn, MI)
Sandra D. Burink (Powers, Chapman, DeAgostino, Meyers & Milia)