CL-10403446-1926

(1)

MAY 18 2011

5/08/11
5/02/11 } LAST
5/04/11
START 9/10

[redacted]

WALLINGTON, NJ [redacted]

CASE, 150152560
VID - 3LNHM26146
R46 [redacted]

WOW

Dear Mr. Mulally:

I asked for company policy regarding door locks which would not close after 12 MPH. The warranty was for four years and I missed it by 6 weeks.

Ford say take it to a dealer, they no longer are a part of their responsibility. I would never go the a dealer without some expectancy of the Ford policy. Three service people, Ford, say you must go. I say no.

Three letters blitzed me. Not one letter even mentioned what my question was. Bad -

Attached is some data, letters, feelings and commitment to quality and service.

NAH
052511
DW

I SPOKE TO A SERVICE MANAGER, NICE GUY, AT HACKENSACK FORD, RIVER RD, NJ JASON, WHO LISTEND AND SAID $105 to $115 PER HOUR. No help, BUT NICE.

LIFE IS TOO SHORT, AS IS FORD.

I'm FINISHED.

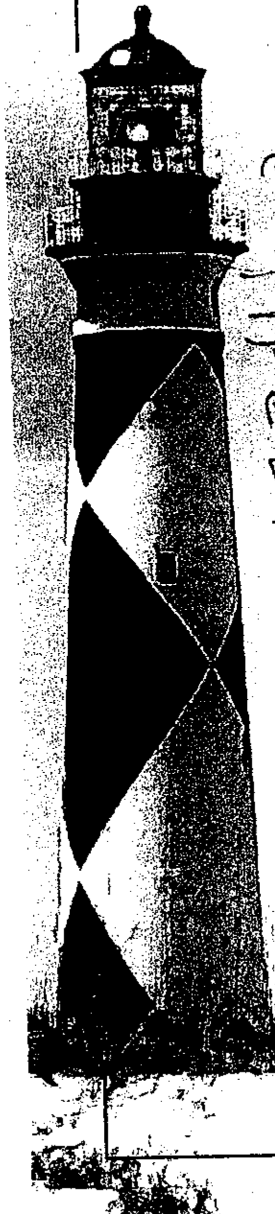
COPIES TO the CAR PEOPLE ARE ENCLOSED PERTINENT TO THIS SAFETY MATTER.

RESPECTFULLY SUBMITTED,

[redacted]

CC: BBB
DOT AUTO SAFETY LINE
NADA
A. SELLERS
DA (LYNO LYNO) - SORRY (LYNOS) LYONS CLOSED NOW OR -
J. SCHWAGLG

PLEASE RETURN MY LETTERS ET AL TO ME ON THIS SUBJECT. 2ND REQUEST

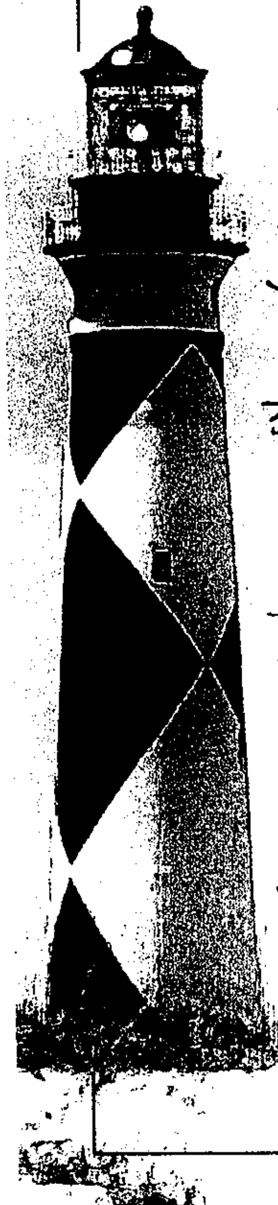


A Special Note... 1

11/08/10

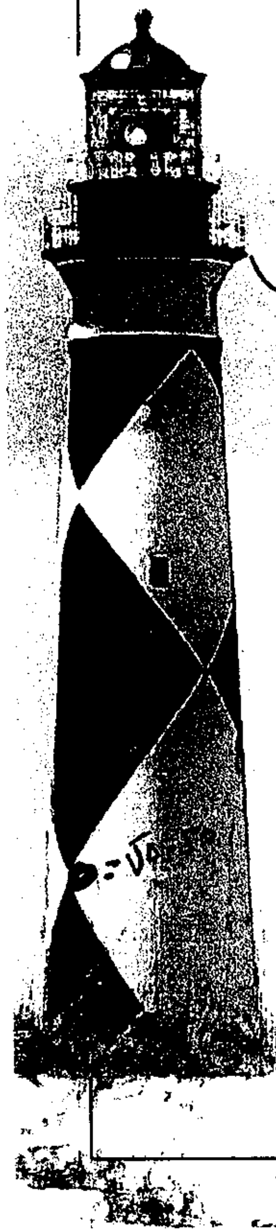
DEAR ARTRESHA SELLERS,

I ALWAY WAIT A WHILE
TO COOL OFF AFTER
READING A NEGATIVE
RETURN LETTER. THANKS
FOR YOUR EFFORT.
I'M COOL NOW.
SIMPLY PUT:
1. POLICY RE ± 6 WEEKS
AFTER 4 YR G. YOU
RECALL MY AUTO LOCK
DID NOT AUTO AT 12 MPH
2. THIS DOOR WITH
ELECTRONICS WAS
OPENED AND CLOSED
BY YOU TO ELIMINATE
RATTLES AND OTHER



A Special Note... 2

SHAKE, RATTLES
AND ROLLS. THE OTHER
DOOR WAS WORSE.
THE BACK WINDOWS
ARE PERFECT. FRONT GLASS CHANGED.
3. THE OTHER 10-12
TIMES I VISITED YOU
FOR REPAIRS RESULTED
IN SOME ± SATISFACTION.
TOO MANY FOR DETAILING.
THE RATTLE BEHIND
THE DASH STILL
OCCURS BUT 2 CANS
OF WD-40 PLUS TRYING
TO REMOVE MY ARM
WAS FUTILE BUT LAUGHABLE
YOUR PEOPLE COULD NOT
"SEE" IT. AND SO ON -
STOP, I WANT TO GET
OFF.

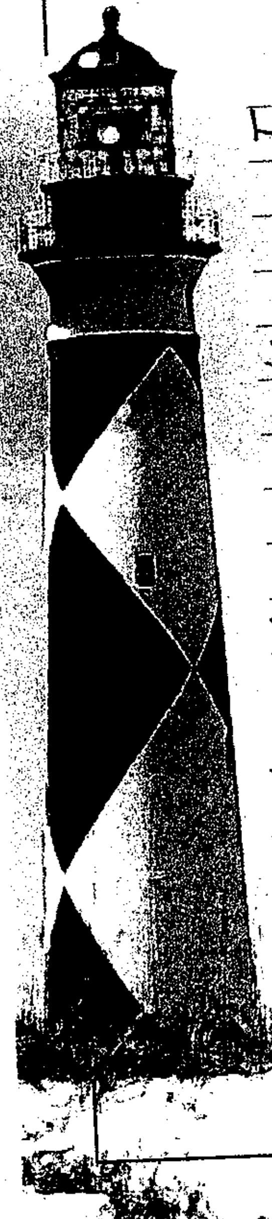


A Special Note... ④

MY PEN IS ON THE
COME BACK. SORRY.

THE LAST PLACE A
PERSON WANTS TO
SEE IS THE SERVICE
MANAGER. I CAN
AGREE. YOU WANT
ME TO GO WITH NO
RESERVATIONS. MERCY
75% OF FORD [LINCOLN]
CUSTOMERS USE ~~THEIR~~
PERSONAL MECHANICS.
REASON?

I NEVER ASKED FOR
A $ FROM YOUR PEOPLE
WHICH I OVERHEARD
VIA PHONE TO YOU.

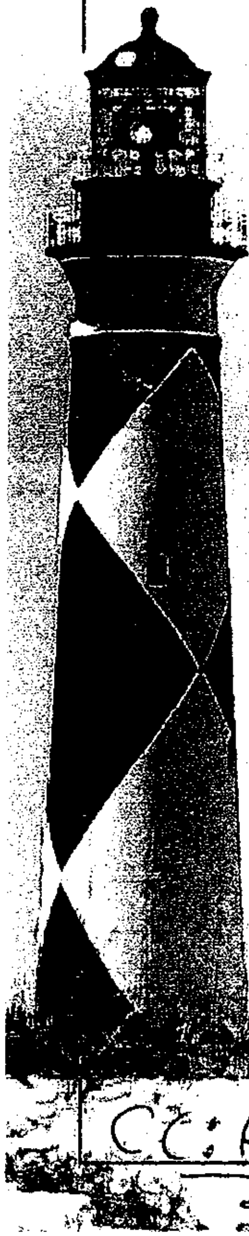


A Special Note... ②

4. MY 2 REFUSED
TO GO TO YOU
ANY MORE.

SIMPLE - SEE!
WHY WON'T YOUR
3 PEOPLE GIVE ME
YOUR PHONE #. YOU
ARE A COMMUNICATION CO.
WHY CAN'T I GET A
COPY OF MY LETTER
AND POST CARD RETURNED.
IF YOU READ IT, THE
PRESIDENT CEO, MR MUL.
RECEIVED THE ORIGINAL.
AS HE WILL THIS COMMENT.
5. AM I THE ONLY GUY
WHO ASKED FOR A
POLICY READING?

A Special Note...



THE NEW DEVELOPMENS ARE STILL OLD SINCE YOUR VERBAL COMMENTS DO NOT ENCOURAGE "CASE IS CLOSED" WOW

I WILL NOT VISIT ANY DEALERSHIP FOR DIAGNOSTIC EXAMS. I'VE GONE TO 2 OTHERS AND — I'LL NOT GET INTO THAT.

THEY SAY "I'M TOO METICULOUS", BUT MY GREEN WAS WITHOUT ANY QUALMS. ON-ON+ON.

Respectfully
SUBMITTED

CEO
CC: ALAN MULALLY

[redacted]

Ford

Ford Customer Service Division

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

October 8, 2010

[redacted]
Wallington, NJ [redacted]

Case # 1503152560

Vehicle ID # 3LNHM26146R[redacted]

Dear [redacted]

Thank you for your contact and valued thoughts.

After receiving your letter, we have thoroughly reviewed your situation. Our records indicate that you spoke with a Representative at our Customer Relationship Center who appropriately addressed your concerns.

Based on the information provided, we support the previous decision.

This issue has been closed. However, should any new information become available, please contact us and we will be happy to review the situation with you at that time.

Sincerely,

Artresha Sellers

Artresha Sellers
Ford Motor Company
Customer Relationship Center

Ford Customer Service Division

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

December 1, 2010

[redacted]
Wallington, NJ [redacted]

Case # 1503152560

Vehicle ID # 3LNHM26146R[redacted]

Dear [redacted]

We appreciate the time you have taken to contact Ford Motor Company.

Feedback from our customers is important to us, and helps us to provide higher quality vehicles and improved service to our customers. We recognize that we must meet the needs of the buying public if we are to be successful in today's competitive market.

Thank you for sharing your thoughts with us.

Sincerely,

DaVonya Lyons
Ford Motor Company
Customer Relationship Center

COR3

Ford

Ford Customer Service Division

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

February 16, 2011

[redacted]
Wallington, NJ [redacted]

Case # 1503152560

Vehicle ID # 3LNHM26146R[redacted]

Dear [redacted]

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, e-mails, 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 that this situation is properly resolved.

We have thoroughly researched your previous contacts with us. We have seen that you have recently spoken to a representative at our Customer Relationship Center, 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. This will be our last written communication on the matter.

Thank you again for your time and consideration.

Sincerely,

Jeff Schwagle
Ford Motor Company
Customer Relationship Center

CRC2

No recession for con artists

Ask David Horowitz

THE ECONOMIC BUST has been a boon for scammers and cons. We are faced with a new wave of "recession scams"—scams born out of economic uncertainty.

These scams target people who can't make their mortgage payments, cannot meet their healthcare needs or are desperate for employment. The equation is tragic: the more desperation, the more opportunity for scammers to act.

Here are three cons to look out for.

- **The job-hunting scam.** These scammers prey on eager candidates hoping to get a head start on applying for a specific job or to gain access to jobs others may not know about. This scam comes in the form of a fee-based service that offers prospective employees an "exclusive" job listing page, or a monthly membership in a job-listing site that advertises jobs "unavailable to the public," for a monthly, upfront subscription fee. The truth is, most of the jobs listed are dead ends, duplicates or jobs that can easily be found on sites such as Careerbuilder.com, Monster.com or Craigslist.org. This scam only takes money from job seekers' pockets and offers no advantage whatsoever for finding a job.
- **The healthcare hustle.** In this scam, a company appears to offer affordable healthcare, though it really offers nothing more than a healthcare "discount card." In fact, people who fall for this hustle are often stuck with hefty healthcare bills and no insurance to cover them. Ironically, the card doesn't offer any discount at all. I recommend not only reading the fine print, but, when it comes to an investment such as healthcare insurance, where a long-term commitment is required, researching the company before handing over a single cent. This scam has caught the attention of the Federal Trade Commission, which has promised to crack down hard on these companies.
- **The foreclosure con.** We have all seen the advertisements: "We can save your house," or "Allow us to refinance your mortgage." These companies, often unregulated by any government body, have sprung out of the mortgage crisis, and, contrary to their guarantees, they cannot save your house, refinance your mortgage or get you out of your terrible housing dilemma. Instead, for a hefty upfront fee, they coerce customers into doing such things as refinancing at a terrible rate or, worst of all, signing over the title of their home to the company, only to be forced to rent it back for a large sum of money at a later date.

Stay ahead of the scammers

What can you do to avoid these scams or spot them before it's too late?

The first warning sign with most of these scams is the phrase "upfront fees." Often, companies that force you to pay fees in advance will take the money and run, or get you so financially invested that you feel you have no choice but to continue with the service.

Second, these companies are typically in a rush to get you to sign along the dotted line. Therefore, stop, think about it, do the research and make a smart, educated decision. No wise decision is ever made out of desperation.

Third, beware of a company asking for the ability to sign for you. Some scammers pose as brokers and will try to get you to sign over important documents, such as financial statements and bank records, in order to approve them as co-signers. This is a sure sign that you are being scammed, and this is difficult to reverse, because once you have granted a person or company signing permission, it is extremely difficult to take that right away from them.

Stay smart and savvy, even if you are feeling financial pressure. Always research a company or a lone operator before doing any business with them. Guard your documents and do not expose yourself to any form of identity theft or financial fraud. Finally, even though these are desperate times, do not take any desperate measures that may end up costing you more and doing serious damage to you and your financial status in the long run.

For more information on how to spot or thwart these cons, visit *www.thesurvivorsclub.org* and *www.walletpop.com.*

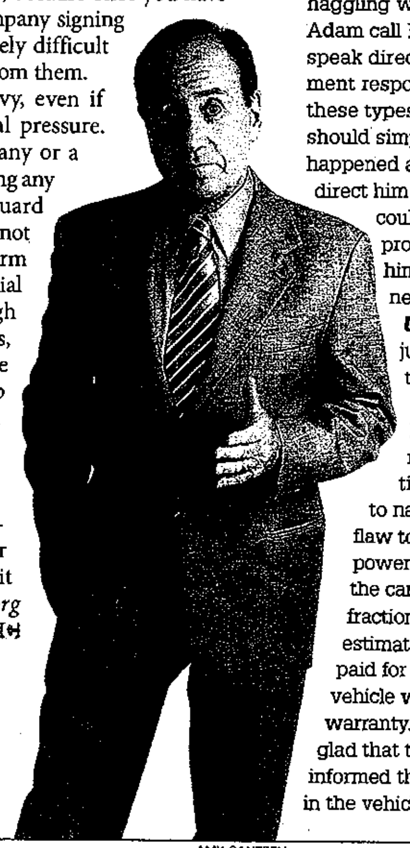
More in archives
On Costco.com, enter "Connection." At Online edition, search "David Horowitz."

I BOUGHT A three-year-old 2007 Ford Edge with 75,000 miles on it. As I was driving to a wedding, all of a sudden my car came to an abrupt stop, and smoke began to billow into the cab and all around the exterior of the car. I took it to a mechanic, who claimed it had a leak that would cost $7,100 to fix. This is nearly as much as I paid for the car. What can I do?

Adam H.
Nevada

I suggested that, instead of haggling with the mechanic, Adam call Ford in Detroit and speak directly to the department responsible for fixing these types of issues. He should simply explain what happened and they would direct him to a person who could identify the problem and walk him through what needs to be done.

Update: Adam did just that, and wrote to me afterwards, explaining how Ford had properly resolved the situation. Ford was able to narrow down the flaw to a leak in the power takeoff unit, and the car was fixed for a fraction of the original estimated cost; Ford even paid for the repair, as the vehicle was still under warranty. Ford was also glad that the customer had informed them of this defect in the vehicle.



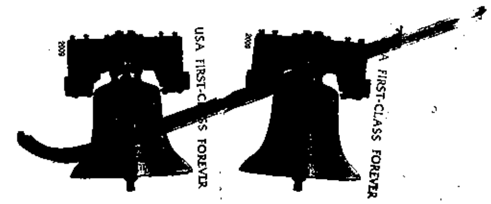
AMY CANTRELL

David Horowitz is a leading consumer advocate (*www.fightback.com*). He is a frequent guest on radio and television stations. Consult your local listings for dates and times.

Do you have a question for David?

Just log on to *www.fightback.com* and "Ask David." He will personally respond to your problem if you follow the instructions printed on his website. (Costco members receive a rebate off the normal fee.) Questions and answers of the greatest interest to Costco members will be used in this column (with the permission of the contributor) and will be posted on *www.fightback.com*.

[redacted]
Wallington, NJ [redacted]



DOT Auto Safety Line
Office of Defects Investigation
1200 New Jersey Ave., SE
NVS-216
WASHINGTON, DC 20590