

21-10450950-8166
MAR - 2 2012

*New Jersey Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection*

Date Reviewed: _____

From: _____

Log # 01-13-12G0000078610

Referred. To National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)

Complaint Status: **CLOSED**

Complainant: [REDACTED] Vs: CHAPMAN FORD FORD MOTOR COMPANY

Nature of Complaint

DEFECTIVE MERCHANDISE

Comments:

MC
03/16/12
DW



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY: Somers Point

STATE: NJ ZIP CODE: [REDACTED]

HOME TELEPHONE NUMBER: [REDACTED]
(include area code)

WORK TELEPHONE NUMBER: [REDACTED]
(include area code)

* E-MAIL ADDRESS: [REDACTED]

* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO
RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: Chapman Ford / Ford Motor Co.

ADDRESS: 6750 Blackhorse Pike

CITY: Egg Harbor Twp

STATE: NJ ZIP CODE: 08234

TELEPHONE NUMBER (1): 609-646-2000
(include area code)

TELEPHONE NUMBER (2): [REDACTED]
(include area code)

For statistical and informational purposes only. Your age: ☒ 18-29 ☐ 30-44 ☐ 45-59 ☐ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|--|--|---|--|
| ☒ Automotive | ☒ Automotive Repairs | ☐ Banking | ☐ Credit Card |
| ☐ Charity | ☐ Direct Mail/Sweepstakes | ☐ Home Repair | ☐ Internet/Cyberspace |
| ☐ Professional Service | ☐ Stocks/Securities | ☐ Telemarketing | ☐ Telecommunications |
| ☐ Bingo/Raffle | ☐ Health Club | ☐ Warranty | ☐ Advertising |
| ☐ Wheelchair Lemon Law | ☐ Weighing/Measuring Devices | ☐ Used Car Lemon Law | ☐ New Car Lemon Law |
| ☐ Furniture | ☐ Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. ☒ New ☐ Used
- b. ☒ Purchased ☐ Leased
- c. Purchase Price: \$37,946.25 Current Mileage: 40,074.4
- d. Date of Purchase: 7/8/09 ☒ With Warranty ☐ With Service Contract ☐ As Is
- e. Make: Ford Model: Mustang Year: 2010

3. Name of company you dealt with: Chapman Ford, 6750 Black Horse Pike,
Egg Harbor Twp, NJ 08234

4. Name and title of company agents or employees you dealt with: Amy (Ford Motor Co.) Ericka (Cust Svc.
Manager-Ford Motor Co.) Melanie (Chapman Ford Body Shop,
Jesse (Ford Motor Co.), Angela (District Manager, Ford Motor Co.)
Jim Bailey (Chapman Ford Service Manager.)

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

Noticed Finish Coming off of all 4 wheels on 10/17/2011. Called Ford Motor Co. Same day. (Case #1526850951). Ericka (Ford Motor Co Cust Svc Manager) called me on 10/18/2011 and said she needed estimate for wheels. Took Mustang to Chapman Ford on 10/19/2011. Melonie from the Chapman Body Shop took pictures. Tried calling Ericka at Ford Motor Co daily until 11/18/11 when I called different # and spoke with Amy. Amy said there was a note in the system that as of 10/27/11 I had not taken car in for pictures (took car in on 10/19/11). Amy said someone would call me on 11/21/11, no one ever did. Also called Melonie (Chapman Ford body shop) on 11/18/11, she said she sent pictures to Jim Bailey (Chapman Svc Mgr) on 10/21/11. Pictures never sent to Ford. Jim Bailey on vacation until 11/21/11. Called Ford Motor Co. Again on 11/28/11 spoke with Jesse who said I would be called in 4 Bus days. Never called. Called Ford again on 12/2/11 spoke with Angela (district manager, Ford Motor Co) said pics just sent today (almost three months later). Angela called me that following Monday, would only pay for half of \$1700 wheels. I told her I was not happy with this because I purchased extended warranty and was given run around for three months. The miles on car have nothing to do with finish coming off on wheels. I commute to college & work. Also explained how I was not happy with the way...

6. The amount of loss involved in this complaint: \$ _____ . Please provide a breakdown of these losses:

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

* This certification must be signed by the person completing the form.

6506291
JAN 13 2012
OFFICE OF
CONSUMER PROTECTION
Date

8/24/11

I was treated by Chapman Ford. Also, if I had known extended warranty was not going to cover anything I would not have purchased it. This is not my first issue with the Chapman Ford Svc Dept. This is a manufacturer defect. I went on to send two letters to the Ford Motor Company Customer Relationship Center asking for reconsideration of their decision (first letter sent 12/3/11). Never received reply.

With the run around, inconvenience, and bad attitude I expected more to be done in order to help me. Customer Service was very poor for both Chapman Ford & the Ford Motor Co. I have been a loyal customer to Chapman Ford since the purchase of my Mustang on 7/8/09. ~~After~~ After this incident I will never buy a Ford again.

I write to you hoping I can get help to get Ford to reopen my case and reconsider their decision. I've attached a copy of the letter I sent to Ford.

[REDACTED]
Somers Point, NJ [REDACTED]
[REDACTED]

Case # 1526850951

December 5, 2011

Ford Motor Company
Customer Relationship Center
P.O. Box 6248
Dearborn, MI 48126

To Whom It May Concern:

I am writing this letter to your company due to a recent event in which I was very unsatisfied with the customer service department at Ford Motor Company and Chapman Ford Dealership in Egg Harbor Township, New Jersey.

Back in October I had noticed the finish was coming off of the wheels on my 2010 Ford Mustang. I immediately called the Ford Motor Company and received the case # 1526850951. Two days later, I took my car to Chapman Ford to have pictures taken. That was on October 19, 2011. I was dealing with the customer service manager, Erica, at Ford Motor Company, at the time.

After taking my car in for pictures, I left numerous messages for Erica to call me back. Never did I receive a phone call from Erica.

I spent more than a month trying to reach Erica, and then I called and spoke with a few other customer service representatives and was given the run around.

Finally, on December 1, 2011, I found out Chapman Ford **just** sent the pictures. Angela from the Ford Motor Company called me and told me that they would only cover 50% of the \$1700 it would cost for new wheels because my car was over the 36,000 mile warranty.

The finish coming off of the wheels is not at fault to me. I understand the 36,000 mile warranty, but I believe this is a manufacturer defect, plus I purchased an extended warranty. Back when the car was purchased, I was never informed of special seals and care to protect the wheels. I also never use any products on the wheels aside from the car soap when washing it.

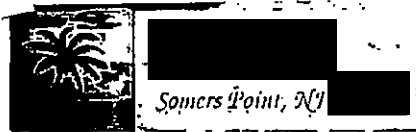
I do not appreciate the fact that this issue is causing depreciation on my very well maintained vehicle. As I have said numerous times, the problem may not be bad now, but what happens down the road when the car is 4 or 5 years old? I am not so sure at this point if I would buy another Ford nor recommend Ford after this which is very upsetting to me because I love my Mustang.

I ask for reconsideration on my issue. Between the lack of return phone calls from the Ford Motor Company and the way I have been treated at Chapman Ford, I feel neglected and much inconvenienced for the month and a half I have wasted trying to get a resolution.

I am in no position to put out \$850 for wheels when this damage was not caused by me. My next step will be to contact Consumer Affairs and the Better Business Bureau.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.



SOUTH JERSEY HONOR

12 3AM 2012 FRI 3:7



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Division of Consumer Affairs
P.O. Box 45025
Newark, NJ 07101

07101+5025

