NVS-200

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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

JUN - 1 2012

May 22, 2012

[redacted]
Youngstown, OH [redacted]

Ford Motor Company
ATTN: Claim for refund/reimbursement
PO Box 6251
Dearborn, MI 48121

2004 Mercury Monterey Minivan
Vehicle ID #: 2MRDA20284B[redacted]
Safety Recall Notice 11S25/NHTSA Recall 12V-006

I received a letter from your Agency dated early March 2012 (no day listed) about a defective transmission on my 2004 Mercury Monetery Minivan which described exactly what happened (copy attached)! I relocated to Youngstown, Ohio in 2008. On the last trip, I noticed the transmission was starting to slip. I went out to eat in May 2008 at a bar and grill, and when I came out the car would run fine – just not go forward or backward. I called AAA and they had the minivan towed to Redlich Transmission (AAA-recommended). Five days later I had my minivan back at a cost of $1985.00 plus a $300.00 optional warranty (copy attached). You WOULD NOT expect a transmission to got out with only 54,162 miles! I have discussed the contents of this letter with Redlich Transmission and they agreed with me. They also said they would be glad to answer any questions you may have regarding this matter

In the advance notice it says that customers: "who have previously paid for a torque converter replacement that addresses this specific issue, you may be eligible for a refund. Details on the refund process will be provided to vehicle owners by mail during the 2nd Quarter of 2012." I took a copy of this letter along with the transmission invoice to the local Ford dealer I do business with Fairway Ford, Canfield, Ohio. They were not even aware of the recall notice until I brought in a copy of the Recall Letter!

I have contacted Ford Motor Company Customer Relationship Center several times since this letter came out and I get the same story.. "We are waiting on parts for repairs" (gotten the run around!) The point is, I have already had it repaired (5-2-2008) and am STILL paying on a credit union loan! What does not having parts have to do with reimbursing me??

MC
060112
TW

I have been a Ford/Mercury customer since I started driving – my very first car was a 1965 Ford Mustang (wish I still had it). My next car was a 1977 Mercury Monarch, then a 1988 Ford Taurus, then a 19991 Ford Taurus, then a 2000 Ford Contour, 2004 Mercury Monterey Minivan, and now the vehicle I traded my 2004 Mercury Monterey in on with Fairway Ford, a 2009 Mercury Milan (traded on March 30, 2012). My late father was a U.S. Postal Service Rural Mail Carrier at Orange City, Iowa for 39 years and also swore by Ford. When I was growing up my mother drove a 1949 Ford flathead V-8.

To me this is very simple – especially since I have been a loyal customer for this many years as well as my family being loyal customers; you should honor the claim for refund/reimbursement and keep a loyal customer. I am certain that if I had contacted. Honda, Toyota, Kia, Subaru or Volkswagen, I would already have had my refund/reimbursement in hand

It is really not that difficult – you set up a recall contingent liability fund for refund/reimbursement of properly documented claims. This would be a timely way to resolve these claims (while not waiting for when parts become available which really does not apply).

It almost seems that Ford is responding like most insurance companies do:– delay claims, deny claims, dispute claims. It is almost seems as if Ford does not have the money to pay for their defects! I realize I am just a little fish trying to deal with a corporate behemoth, but since you have admitted the defect exists, you should try and make me whole! If I owed your Company $1985.00 since March 2012 without payment forthcoming; you would be suing me; or sending collection agents or the like I am on Social Security Disability and 100% service-connected VA Disability. Being on fixed income, this is very important to me (probably not to you all). However, If I do not receive payment by June 15, 2012, I intend to take further legal action in small claims court. This is an extremely poor customer service.

Enclosed are the referenced documents for you refund/reimbursement action. I hope we can resolve this matter as soon as possible.

[redacted]

Enclosures: as stated

cc: Alan Mulally, ~~CEO~~ Administrator, NHTSA

[redacted]
Youngstown, OH [redacted]

YOUNGSTOWN OH 445
23 MAY 2012 PM 2 T

Administrator
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