

SEP 11 2013

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September 4, 2013

Better Business Bureau, Inc.
1000 Broadway, Suite 625
Oakland, CA 94607

This is written in reference to an extremely unfortunate situation I experienced at a Ford dealership in Daly City, Ca.

On Saturday August 10th I took my Ranger to my mechanic who told me there was a leak in the fuel line. I immediately had it towed to Serramonte Ford. Due to the fact that it was the weekend the service dept was closed and there was no one available to look at the truck until Monday morning.

As this was a manufacturing defect and no fault of my own, I felt confident the problem would be rectified by The Ford Motor Co., at no cost to me, since there was a recall on this year Ranger for the exact same issue.

On Monday morning August 12th the service representative called and told me that my truck (manufactured on October 2, 2009) fell outside the recall date of October 15, 2009 thru May 19, 2010 by two weeks and the repairs would not be covered by Ford.

I was incredulous at the news but I paid the \$75 diagnostic fee and armed with a fire extinguisher I proceed to get in my car.

It was then that the service representative requested that I open the hood, something that had not been done up until this point. What exactly did I pay a \$75 diagnostic charge for?

After checking things out, the service representative insisted numerous times that it would be much too dangerous to drive the vehicle home. He offered to waive any labor charge incurred by the repair but refused to cover the cost of the part.

All told I was out of pocket \$75 in diagnostic fees and \$51.43 for the part.

The repair costs plus the inconvenience of being without a vehicle for 4 days was very stressful to say the least.

I believe this whole experience could have been avoided and I am confident The Ford Motor Co. will do whatever necessary to rectify things.

Sincerely,

[REDACTED]
So. San Francisco, CA [REDACTED]
[REDACTED]

Cc: Ford Division-District Sales Office, Greenwood Village, CO
Ford Motor Company, Headquarters, Dearborn, MI
National Highway Traffic Safety Administration, Washington, DC
Serramonte Ford, Colma, CA
KGO 7 on your side - Michael Finney, San Francisco, CA

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Below is the information online.



If you own a 2010 Ford Ranger, your truck may be red-flagged. "Ford is recalling certain model year 2010 Ford Ranger trucks manufactured from October 15, 2009 through May 19, 2010," the National Highway Traffic Safety Administration (NHTSA) states.

In an email, Ford explains the problem in greater detail. The recall applies to "25,000 2010 Rangers (23,000 in the U.S., 2,000 in Canada) for possible fuel odor or leaks from a fuel line in the engine compartment. This fuel line is located on the cold side of the engine so a leak would not result in fuel contact with a hot surface during normal operation. A sufficient fuel leak near an ignition source may result in a fire."

There have been no reports of accidents or injuries.

Ford will be notifying affected owners on March 7. At that time, owners can take their Rangers to local Ford dealers. "At no cost to customers, dealers will trim a plastic shield, inspect the fuel line for damage, and replace the fuel line if necessary," Ford adds. "Customers should work with their dealers on scheduling."

If you have further questions, contact NHTSA at 1-888-327-4236 (TTY 1-800-424-9153) or go to www.safercar.gov. You may also reach Ford at 1-866-436-7332. The safety recall number is 11S17.

So. San Francisco, CA

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