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OFFICE OF THE ATTORNEY GENERAL

CL-10572494-6777

STATE OF FLORIDA

PAM BONDI
ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone: (850) 414-3990
Fax: (850) 410-1630

March 3, 2014

[REDACTED]
Port Charlotte, Florida [REDACTED]

Dear [REDACTED]

MAR 14 2014

Florida Attorney General Pam Bondi received your correspondence regarding Ford Motor Company. Attorney General Bondi asked that I respond. I am sorry for your difficulties.

We appreciate that you consider our office as a source of assistance, and I have reviewed your concerns for a determination of any resources our office may be able to provide and offer the following. The Florida Department of Highway Safety and Motor Vehicles (DHSMV) licenses motor vehicle dealers in Florida. I am forwarding a copy of your letter to DHSMV for any information or assistance that agency may be able to provide to you. You may call DHSMV directly at (850) 617-2000 for further assistance.

I am also forwarding a copy of your correspondence to the National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation (ODI) for any assistance or information that may be available. The ODI conducts defect investigations and administers safety recalls to support the NHTSA's mission to improve safety on our Nation's roadways. You may reach that agency toll-free at (888) 327-4236 or online at www-odi.nhtsa.dot.gov/ivoq/.

If you need legal advice, please consult a private attorney. The Florida Bar offers a Lawyer Referral Service that you may contact toll-free at (800) 342-8011. If you would like to keep current with news on Attorney General Bondi's efforts to fight fraud please visit our website and subscribe to the Attorney General's electronic newsletter at www.myfloridalegal.com.

Sincerely,

Kimberly D'Amico
Office of Citizen Services

cc: Florida Department of Highway Safety
and Motor Vehicles
2900 Apalachee Parkway
Tallahassee, Florida 32399

National Highway Traffic Safety Administration
Office of Defects Investigations/CRD
Auto Safety Hotline, NVS-216
1200 New Jersey Avenue Southeast
Washington, D.C. 20590

AM
3/14/14
SMD

To Whom It May Concern:

February 17, 2014

CS
Aetna/Denker
QB

I am writing this letter hoping someone can help me regarding my situation with my car and Ford Inc. At very least I want to know how to file any formal complaints against this company. The day after Thanksgiving this year, my car (2006 Ford Mustang) broke down and was taken to Tires Plus in Port Charlotte FL. It was discovered that I needed a new computer for my car and we were told that Ford had recalled them due to a known issue and they were currently on back order from Ford, it was not Tires Plus who was holding things up, it was Ford themselves.

After 2 months of not having a car and Ford still stating they had no computer for my car, I called Ford and spoke with a representative who told me I would have to tow it from Tires Plus to a Ford dealership before Ford would consider opening a case/helping me/compensating me in any way. I was upset by this as the car had already been inoperable for 2 months and I did not feel I should have to pay for a tow from one repair shop to the next when this was Ford's issue. I asked her (Jane) for the address where I could send a complaint, which she supplied me. I wrote Ford, and sent it delivery confirmation...I am enclosing a copy of that letter here for you, which also has all the specific's on address', phone numbers, etc. About 2 weeks later, we received a reply from Ford, which I am also including here for your informational purposes.

During the interim of that 2 week time frame, my car did end up getting towed to Don Gasgarth Ford at 3156 Tamiami Tr, Port Charlotte FL 33952, phone number (941)625-6141. I did not request the tow, however, Tires Plus had to tow it there because Ford had sent them a part that was defective and also could not sync it (this is my limited understanding from what I have been told). I do not know the exact date the car was towed to the Ford Dealership.

Today, before deciding whether or not to write this letter, I called Tires Plus to confirm whether or not my car was still at the Ford Dealership. They stated it was and gave me the contact information. I then called Gasgarth Ford to further confirm this. They confirmed the car is there and stated someone would call me back regarding the issue. Mr. Chad Salk did call me back today. He states that after much searching, they have found another part for my car and are waiting to have it delivered. I explained to him that I do not feel I should have to pay for this part, certainly not full price, due to my car being inoperable for 3 months which is entirely Ford's fault. He stated that his Ford Dealership would not actually be charging me anything for the part, that the charge will come from Tires Plus since they are the ones who ordered it for my car. I called and confirmed this with Tires Plus, who emphatically state that this is beyond their control, and they did order this part directly from Ford. I agree that none of this is Tires Plus fault, but I don't want to be given the run around either from Ford trying to pass this off on Tires Plus.

At any rate, Chad Salk basically tried to dissuade me by saying things about how it is part of life that parts are sometimes on back order, that somehow he thinks it makes a difference that for the first 2 months my car was at Tires Plus and not his shop (how this is supposed to matter I have no clue since the entire issue is Ford's failure to provide the needed part), and that he can't do anything about compensating me in any way. He also reminded me that my car is no longer under warranty...as if that somehow makes it alright to keep my car inoperable for 3 months due to their gross negligence. I then told him that I had spoken with someone at Ford previously (Jane), who had told me that if the car were towed to a Ford Dealership that they could then work together for a possible resolution. He asked who I spoke to and at what number. I gave him her name, phone number and date the call was made. He then

asked for her last name at which point I told him she did not supply me with her last name, but I would hope the call had been recorded. Chad stated he will call and look into this and see if Ford is at this point willing to do anything, but as you see by the letter they sent me, it does not seem that any resolution is in sight that I feel would be satisfactory given the circumstances. I feel that any sane, reasonable person would instantly know that to have their car inoperable for 3 months due to a huge corporation such as Ford's ineptitude, it completely unacceptable. I doubt I need to state the obvious, but this has been a huge inconvenience for me and my family. My husband and I both have full time jobs, 2 children, and are now down to one car. We do not have money to pay for a car rental for 3 months! I have missed doctor appointments, as have my children. I have been forced to rent a car when absolutely necessary which is just more money out of our pockets. I am paying insurance on a vehicle I haven't seen in 3 months, I have missed work at times due to this. My daughter has missed soccer practice. It is frustrating and beyond inconvenient at this time. Sir or Madam, if I had a car payment and did not pay Ford for 3 months, I have no doubt they would be coming after me like a dog to a bone. Yet when this multi-million dollar company completely screws something up this badly, they simply slough me off like a piece of dust on their coat and I am simply livid at this point.

I am reaching out to you in desperation, hoping you can help me find a reasonable solution to this problem and if you cannot, perhaps you can point me in the direction of someone who can.

Thank you for your time and consideration in this matter,

[REDACTED]

[REDACTED] Port Charlotte FL [REDACTED]

[REDACTED]

To Whom It May Concern:

I am contacting you today regarding my 2006 Ford Mustang which has now been in the shop awaiting a part for over 2 months. The VIN # is IZVFT80N765 [REDACTED]. It has 96,825 miles and I own it outright. It is currently at Tires Plus on Kings Highway in Port Charlotte FL, phone number 941-763-6277. They have been trying to get this part directly from the Ford Dealership which is Charlotte Co Ford, 3156 Tamiami Tr, Port Charlotte, FL 33948, phone # 941-235-2949. The part needed is the ECU, main computer for the car.

As I understand it, this part was recalled by Ford for a well-known issue. Tires Plus has been given estimated dates of availability for the part twice, both of which have come and gone. The last time they contacted Ford, they were told there is no estimated date when the part will be available. I have been without my vehicle now for over 2 months thru no fault of mine, nor is it the fault of Tires Plus. I have missed days at work, dr. appts and been inconvenienced in numerous other ways due to this.

I called Ford at 800-392-3673 today and spoke with Jane. Jane states that they cannot do anything to compensate me since my car is not at an actual Ford dealership and suggested I take the car to a Ford dealership so that she can send an escalation to that Ford manager. I find this ridiculous. I have already lost time and money, the car is completely inoperable, and I do not feel I should have to pay for a tow from one repair shop to another for any reason. My car is not 10 years old yet and by law as I understand it, car companies must make parts for cars that are less than 10 years old. Also, this is a very expensive part.

I want to file a formal complaint regarding this issue and I want someone to contact me to tell me what is going to be done to compensate me for the time and money I have lost due to this problem which falls solely on Ford's shoulders. I do not feel I am asking too much after waiting for 2 months and I expect to have some reasonable compensation for this delay. If your company is unwilling to work with me in a reasonable manner on this issue, my next call and letter will be to the State Attorney General's Office.

My phone number is [REDACTED] My name is [REDACTED] My husband is actually the owner of the vehicle, although I am the primary driver. His name is [REDACTED] and his phone number is [REDACTED] Our email address is [REDACTED] You may use the email regarding this issue but not for promotional purposes. My email is not to be shared with outside companies for solicitation. I will be awaiting a response whether by phone, email, regular mail or any/all of the three. If I have not heard anything in the next 2 weeks, I will assume I am to proceed with the Attorney General's office and any other pertinent avenues.

Thank you for your time and consideration in this matter,

[REDACTED]

[REDACTED] Port Charlotte FL [REDACTED]

Today's Date: January 21, 2014



January 31, 2014

[REDACTED]
Port Charlotte, FL [REDACTED]

Case # CAS-3890580

Dear [REDACTED]

The circumstances which you outlined concerning your 2006 Ford Mustang have been given careful consideration.

Ford Motor Company considers the satisfaction of its owners to be one of its most important objectives, and we commit very substantial resources and effort in a sincere attempt to resolve the concerns of our owners.

Although we regret not being able to meet your expectations, our review indicates that the previous information from our company representative, advising that your vehicle be taken to a Ford service facility as the required step toward possible parts expediting assistance, is appropriate and hereby supported. Again, as there are no provisions available to meet your compensation request at this time, please retain any related paid repair receipts, in case of a customer satisfaction program or future recall from Ford Motor Company.

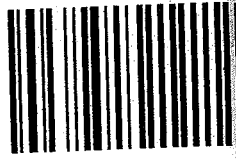
Thank you for contacting Ford Motor Company; we wish that our response were able to be more favorable.

Sincerely,

A handwritten signature in black ink, appearing to read "CW Willis".

Chris Willis
Ford Customer Relationship Center
Ford Motor Company

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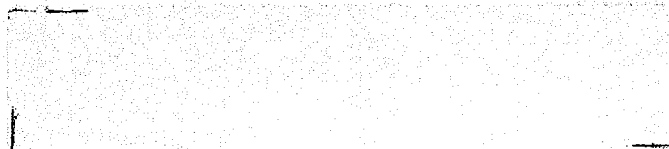


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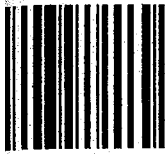


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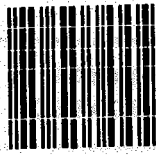
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Washington, D.C. 20590

