

CL-10586959-4141

April 23, 2014

[REDACTED]
Yucca Valley, Ca.
[REDACTED]

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

Dear Sir,

APR 29 2014

How to lose a Ford customer forever.

My wife has a 1998 Crown Victoria which is in such excellent condition she receives questions if it is new. For the second time, the cruise control has gone out. Several years ago the Yucca Valley Ford Dealer took three days over two weeks to get the right parts and get the cruise control operating properly.

Yesterday I called the local dealer and was told "due to management decisions" they do not work on older Fords anymore.

My concern is if Ford cannot work on Fords, and we have a safety or a California Emissions Control problem, we just keep driving?

Our family back many generations has always driven Fords. It looks like you reach a point where that ends.

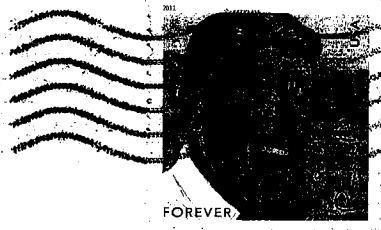
Sincerely,
[REDACTED]

NM
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SMD

AD ..
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