



RALEIGH, N. C.

PHONE: [REDACTED]



9-29-14

Gentlemen:

I have four Ford products at the time and since you will not stand behind the claim that they should give I probably will not purchase them anymore - I have recently been disappointed in coverage of an air bag failure! This type failure should never happen with any mileage or number of years -

Sincerely



[REDACTED]
RALEIGH, NC
[REDACTED]

September 4, 2014

Binetou Gueye
Customer Service Representative
Ford Motor Company
P. O. Box 6248, MD 4SB
Dearborn, Michigan 48126 USA

Reference to: Case # [REDACTED]

Dear Binetou Gueye:

Thank you for your reply to my letter dated, August 11, 2014, however this was not an acceptable response. I would request that you give this safety issue reconsideration and a more favorable concluding resolve.

After September 30, 2014, if no reasonable conclusion to this matter is reached I will turn it over to the National Highway Traffic Safety (NHTSA) 400 Seventh Street, SW. Washington, DC 20590. In addition I will contact Consumer Report for their examination, inquiry, investigation and pursuit of this issue.

Time is of the essence in this matter.

[REDACTED] ply.

cc: Original letter dated August 11, 2014
cc: Your letter dated August 25, 2014

[REDACTED]
RALEIGH, NC [REDACTED]
[REDACTED]

August 11, 2014

Ford Motor Company
Customer Relations Center
P. O. Box 6248
Dearborn, MI 48121

Dear Sir:

I am the owner of the attached Mercury billing from Crossroads Ford of Fuquay-Varina, NC, 3217 North Main Street, Fuquay-Varina, NC 27526.

I respectfully request that you fund this repair as it is a repair malfunction that should not ever happen to anyone. I do have the part in my possession and the service department "John" knows that I am contacting you.

I have been a Ford Products family for sixty plus years and now have four vehicles. I would ask you to give strong consideration to my request, as you can see the mileage is very low on this vehicle and it has been well cared for during its service years. I would ask you to correct this as a matter of policy and principle as this is a safety issue.

[REDACTED]



August 25, 2014

[REDACTED]
Raleigh, NC [REDACTED]

Case # [REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company. We have received your letter, requesting reimbursement for repairs that have been performed to your 2006 Mercury Grand Marquis.

We sincerely regret the service concerns you have experienced with your vehicle. While we believe your experience to be far from typical of Ford products, we certainly apologize for the inconvenience you have been caused as a result.

We have checked the Vehicle Identification Number for your vehicle and, after reviewing our records, we see that there are no factory warranties or programs in effect that would provide assistance for your current concern. Unfortunately, we are unable to assist you with the cost of this repair. We are sorry that we were not able to meet your expectations.

Sincerely,

A handwritten signature in cursive script, appearing to read "Binetou Gueye".

Binetou Gueye
Customer Service Representative
Ford Motor Company



CROSSROADS FORD OF FUQUAY VARINA, INC.

PO Box 2069
Wake Forest, NC 27588
Phone: 919-552-2228



CUSTOMER NO	ADVISOR JOHN D HIRSCH	205	TAG NO 089	INVOICE DATE 08/08/14	INVOICE NO
RALEIGH, NC	LABOR RATE	LICENSE NO	MILEAGE 57,397	COLOR	STOCK NO
	YEAR / MAKE / MODEL 06/MERCURY/GRAND MARQUIS/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 2 M E F M 7 5 W 4 6 X			PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.G. DATE 08/07/14		
BUSINESS PHONE	COMMENTS				MO:

LABOR & PARTS-----
J# 1 38FOZ ELECTRICAL SYSTEM TECH(S):213 98.00
 CUST STATES AIR BAG LIGHT IS ON. CHECK AND ADVISE
 FOUND CODE 2292 SEAT BELT PRETENSIONER FAULTY.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 98.00

J# 2 99FOZ99P MULTIPOINT INSPECT TECH(S):213 0.00
 PERFORM MULTIPOINT INSPECTION
 COMPLETED MULTIPOINT INSPECTION REPORT CARD

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+38FOZ-2 ELECTRICAL TECH(S):213 196.00
 REMOVE AND REPLACE DRIVER SIDE SEAT BELT TENSIONER AND BELT
 ASM AND RETEST

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 JOB # 3 1 BW7Z-5461200-BB KIT - SEAT BE 337.58 337.58
 JOB # 3 TOTAL PARTS 337.58
 JOB # 3 TOTAL LABOR & PARTS 533.58

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A SS SHOP SUPPLIES 20.00
 JOB # 3 CD COUPON DISCOUNT -40.00
 TOTAL - MISC -20.00

TOTALS-----

THANK YOU FOR TRUSTING CROSSROADS FORD TO SERVICE YOUR VEHICLE. PLEASE CONTACT DUGAN ROSSI, SERVICE MANAGER, AT (919) 557-3370 OR DUGAN.ROSSI@CROSSROADSCARS.COM IF YOU CANNOT GRADE US "COMPLETELY SATISFIED". AS ALWAYS AN HONOR.

TOTAL LABOR.... 294.00
 TOTAL PARTS.... 337.58
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 20.00
 TOTAL MISC DISC -40.00
 TOTAL TAX..... 24.14

CASH () CHECK () CHECK# ()
 VISA (X) M/C () AMEX () DISC ()
 CHARGE ()

TOTAL INVOICE \$ 635.72

Service Charge. The Service Charge defrays Dealer's overhead costs including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide a superior level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW** by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This AUTHORIZATION allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

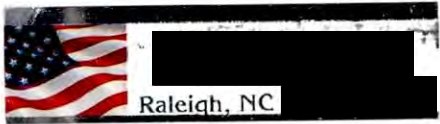
Please do not contact me as provided above.

ARBITRATION REQUIRED BY THIS AGREEMENT. The parties agree that instead of litigation in a court, any dispute, controversy or claim arising out of or relating to the parts provided, service or repair of the subject motor vehicle or to this Agreement or to any other document or agreement between the parties relating to the subject motor vehicle shall be settled by binding arbitration pursuant to the Uniform Arbitration Act in effect in the state and no more than thirty miles from the dealership's physical location, and shall be conducted by a single arbitrator who shall also be licensed to practice law in the state the arbitration is to be held. Each party will pay its own costs. Any award rendered by the arbitrator may be entered in any court having jurisdiction.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

X _____
 Signature
 Please see reverse side.

The Reynolds and Reynolds Company, ENH1111V, CC718833 O (06/14)



RALEIGH NC 275
27 OCT 2014 PM 2 L



Administrator
NHTSA
400 Seventh Street, SW
Washington, DC 20590

20590

