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**Correspondence
Cover
Sheet**

AGL LPSC
WP C. C. Q. A.
July 22, 2015

[REDACTED]
Elizabethton, Tn.

[REDACTED] or [REDACTED]

Honorable Office of The U.S. President
Barack Obama
The White House
1600 Pennsylvania Ave. N.W.
Washington, D.C.20500

Barack Obama,

I am contacting you today to plead for your assistance in resolving an issue I have with Ford Motor Company. As a citizen and consumer of the United States of America I have been financially harmed by the irresponsible acts of Ford Motor Company in regard to the defective 6.0 diesel motor in my 2005 F-350.

I have contact Ford concerning this matter several times (letters and replies enclosed) stating all the loss of use and money spent. I am sincerely thanking you in advance for your assistance. I am comforted that when citizens are done wrong by large corporations we do have leaders that will fight for us.

Sincerely,

[REDACTED] [REDACTED]
[REDACTED]

July 23,2014

[REDACTED]
Elizabethton, Tn. [REDACTED]

Phone: [REDACTED]

E-mail: [REDACTED]

Vin Number: 1FTWW33P75E [REDACTED] 2005 Ford F-350 Diesel

Mr. Phil Perry,

I will start by saying that I will be surprised if I receive a response from you but I really hope that you will prove me wrong on this matter. We own a F-350 2005 diesel with the International motor that has given so many problems and that a class action law suit was filed and won for millions regarding the failures of this particular motor. We were not a part of that law suit as we did not know it exist.....we have spent thousands of dollars on the truck that we own and it still will not run. Some kind of gunk is coming from inside the oil system or gas tank or somewhere that keeps stopping up the system. We have replaced all of the injectors and lots of other work to no success. We bought this truck used and shortly after purchase the issues started.

Mr Perry we are poor people and are on Social Security. I know this is not your problem but we have owned Ford products for many years. Reading on the internet we see that the engines in this particular vehicle made for Ford by International are proven defective and causing lots of people lots of problems. Today I am asking you, given the facts on the defects of this engine, to allow some consideration to us. We depend on this vehicle to haul a backhoe which allows us to make extra money to help us pay the bills and exist. Our truck has been down for several months even after we have spent several thousand dollars on it. I do hold hope that you as an executive will see the situation that we bought a Ford product because of our past experience with the reliability of Ford . However, the International has proven to be a disaster for Ford and unfortunately to us as well. Maybe Ford has the funds to move on but unfortunately we do not. I am begging for your assistance as we have spent several thousand dollars on this vehicle and it sits today not running. We have no funds to purchase another vehicle and no more funds to continue to make this one operational. We need your assistance and I do hope given the circumstances that you will be able to offer some assistance as we trusted your product and it has been proven to be inferior to your previous standards.

I do hope that you will not disappoint me more by not at least acknowledging my request. I trust that you will not only respond but that you will see that Ford, based on our past experience and trust in your product, has a liability to us for presenting a flawed product. I hope that you will make this matter right as we have no more funds to correct this inferior International motor which was placed in a Ford product that we purchased based on past experience and trust.

I am thanking you in advance for all your consideration. I have always trusted Ford products up to now and I do hope that you will allow me continued trust by addressing this matter and resolving it in a manner that will renew my trust.

Sincerely, [REDACTED] [REDACTED]

Phil Perry



Response to my letter dated 7-23-2014

August 6, 2014

[Redacted]
Elizabethton, TN

CAS- [Redacted]

VIN: 1FTWW33P75E [Redacted]

Dear [Redacted]

Your recent letter has been received and reviewed.

Customer satisfaction is the primary objective of Ford Motor Company and we make every attempt to ensure that our owners are satisfied.

We are always willing to consider individual requests for assistance beyond the normal warranty provisions. However, we must place limits on our post warranty assistance. We regret to advise you that your vehicle is beyond those limits; therefore we are unable to assist with any repairs.

We appreciate your writing and wish that our response could have been more favorable.

Sincerely,

D. Williams 6-28-15

Dorothy Williams
Ford Motor Company
Customer Relationship Center
Executive Liason

Will forward msg to call me to Mr Perry

1-800-392-3673

Michigan

Fmc Cust Rel Center
Phil

P.O. Box 6248

Dearborn, Michigan

Zip

48126

(Kayla - Cust Ser Florida cannot give me # for Michigan)

Ford Headquarters:

1-800-392-3673

July 6, 2015

Ford Motor Company
Customer Relations Center
Attn: Mr. Phil Perry
P.O. Box 6248
Dearborn, Michigan 48126

Ref: CAS- [REDACTED]
VIN: 1FTWW33P75E [REDACTED] 2005 Ford F-350 diesel

[REDACTED]
[REDACTED]
Elizabethton, Tn. [REDACTED]
[REDACTED]

Mr. Phil Perry,

First let me say that I appreciate you responding to my letter dated July 23, 2014. However, due to a class action finding that Ford 6.0 diesel has defects that result in poor performance and expensive repair bills, the fact that we have had and continue to have nothing but problems with this motor, we have spent \$15,000.00 in repair bills since we bought the vehicle used and the truck is in the shop as I write this letter to you, I will say that I am very disappointed in your response to me.

We have had Ford products for many years and counted on this vehicle to serve us well. This has not been the case and I feel that as an American Company with ethics and a responsibility to customer satisfaction that Ford Motor Company should attempt to step up and make this right. Ford Motor Company has a proven liability in this matter as they put out an inferior product that has cost lots of people thousand of dollars.

We are retired people on Social Security and depend on this vehicle to pull a backhoe to work and supplement our income. Since purchasing this vehicle it has failed to be dependable and has spent months in the shop and not helped to supplement our income but has cost us thousands of dollars that we did not have. We still owe \$14,000.00 on this defective vehicle put out by Ford Motor Company and will not in good conscience sell the vehicle to a person who will surely have the same trouble that we have experienced. We recently spent over \$8000.00 to have it so called bullet proofed and set out to Florida and ended up sitting along Interstate 95 broke down once again. Had to get a tow to Daytona and spent another week in the shop and \$925.00 in repairs to get us back to Tennessee and once home truck broke down again and looking at yet another extended time in shop (as there is a line of 6.0 diesel trucks at repair shop) and who knows what kind of repair bill. We are out of money and I feel that Ford should have some responsibility due to the fact that they sold a faulty vehicle and we are paying the price for their error.

Mr. Perry I do hope that you will reconsider your liability in this matter and do the right thing as we are honest people that have been taken advantage of by a large company. This is just wrong! It has been proven that Ford is at fault in this matter. I am forwarding a copy of this letter and your response to this letter to all my State Officials, U.S. Attorney General and President Barack Obama. I do this in hope that you, Mr. Perry, will see the honesty in addressing this matter as it has caused us undue expense and stress and created a situation in our lives that negatively impacts our livelihood. I make my pleas to you and I send copies to officials to show that I have done all that I can to get Ford Motor Company to make this wrong right.

Sincerely,

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NOTE: I SPOKE WITH MR. PHIL PERRY, MANAGER OF FORD CUSTOMER RELATIONS, BY PHONE ON JULY 21, 2015. I EXPLAINED ALL THE TROUBLE AND EXPENSE WE HAVE HAD WITH THE FAULTY 6.0 MOTOR AND THAT WE CONTINUE TO HAVE AS VEHICLE IS IN REPAIR SHOP ONCE AGAIN AS WE SPEAK. ALSO, TALKED ABOUT THE FACT THAT WE COULD NOT AFFORD A NEW VEHICLE AND COULD NOT TAKE HIM UP ON THE X-PLAN DISCOUNT HE OFFERED ON THE PURCHASE OF A NEW FORD VEHICLE. HE WOULD NOT OFFER ANY COMPENSATION ON A USED VEHICLE OR ON THE THOUSANDS OF DOLLARS WE HAVE SPENT TRYING TO KEEP THE 6.0 RUNNING. I ASKED TO SPEAK WITH MARK FIELDS, CEO OF FORD MOTOR COMPANY AND WAS TOLD BY MR. PERRY THAT HE HAD MADE HIS DECISION AND THAT HE WOULD NOT REFER ME TO ANYONE ABOVE HIM. MR. PERRY WAS EXTREMELY NICE WHILE TELLING ME THAT HE COULD NOT AND WOULD NOT ASSIST IN THIS MATTER. AS A CONSUMER I HAVE BEEN TAKEN ADVANTAGE OF BY A LARGE CORPORATION. FORD PUT A FAULTY MOTOR IN OUR VEHICLE AND CAUSED ME MUCH HARM. I AM THANKING YOU IN ADVANCE AND I DO TRUST THAT YOU WILL BE WILLING TO ADDRESS THIS MATTER AND SEEK A MORE FAVORABLE OUTCOME FOR ME THE CONSUMER. MR. PHIL PERRY MAY BE REACHED AT 313-845-6173.

Elizabethton, TN

KNOWVILLE TN 377

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U. S. President
Barack Obama
The White House
1600 Pennsylvania Ave. N.W.
Washington, D. C. 20500

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