

CL-11065193-8493

[REDACTED]  
Jacksonville, FL. [REDACTED]

December 15, 2017

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington, D. C. 20590

JAN 30 2018

Gentlemen:

Ford Motor Company has finally responded to my request for a refund. However, the Ford Repair Reimbursement Program office denied my request. On December 5, they indicate that it is denied because: "our records indicate a refund has already been processed for this repair". I had sent the Administrator of the National Highway Traffic Safety Administrator a letter of complaint around the mid-point of November 2017. The letter indicated that Ford Motor Company had stated that I should expect repayment no later than 60 days. It was already more 120 days with no comment from Ford Motor Company. I have not received a check for the repair and therefore I am requesting that they review their records to see where they sent the repair check, if in fact they did send one. They should have a canceled check. I cannot help but be suspicious. Thank you.



CC: Ford Customer Service, P.O. Box 1904

Ford Motor Company, P.O. Box 6251

A copy of previous letter to you

RL

AM.  
1.30.18  
LD



Recall Reimbursement Program  
PO Box 6251  
Dearborn, MI 48121

December 5, 2017

[REDACTED]  
JACKSONVILLE, F [REDACTED]

Dear [REDACTED]

Thank you for taking the time to prepare and send us your request for reimbursement related to recall 15S39 for Vehicle Identification Number 2MEFM74W34X [REDACTED]. Each request that we receive is carefully reviewed to determine whether all the eligibility requirements are met.

In reviewing your claim we find that it is not eligible for reimbursement for the following reason(s):

- OUR RECORDS INDICATE A REFUND HAS ALREADY BEEN PROCESSED FOR THIS REPAIR.

For your reference, we have included the requirements from the Federal Recall Reimbursement Plan below:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

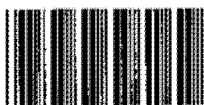
Failure to submit all of the above information may result in the denial of the reimbursement request.

As a reminder, recalls must be performed by an authorized Ford or Lincoln dealership. If you have not already done so you should have this recall and any other open recalls completed. Please contact your Ford or Lincoln dealer as soon as possible to schedule an appointment. We have enclosed your original request documents for your records.

Sincerely,

Ford Motor Company

0000006681



[REDACTED]  
Jacksonville, FL [REDACTED]  
November 16, 2017

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington, D. C. 20590

Gentlemen:

More than 120 days ago, I sent a letter to the Ford Motor Company at the address listed on the top of the enclosed page and also to the address listed on the back of the document (see enclosed). My letter was sent more than 90 days after the work was done on my vehicle to install a LCM bypass replacement module per Recall 15S39. I was requesting a refund of the amount \$425.23 that I paid for having the work done previously in accord with the enclosed documents. To date, I have not received a response of any kind; not even a courtesy acknowledgement letter. The original letter from Ford Motor Company indicated that I could expect a refund within 60 Days.

Therefore, I am forced to send this letter to you informing you of the situation. Because Ford Motor Company has failed to respond to my letter from early October and it is now more than 120 days it has become apparent that Ford Motor does not intend to respond. This lack of action or a response from Ford Motor Company appears to me to be a violation of their own letter to me. If there is another organization that is responsible for hearing my complaint, let me know. Thank you.

Sincerely,

[REDACTED]

CC: Ford Customer Service, P.O. Box 1904

Ford Motor Company, P.O. Box 6251

Reviewed for Ford Reimbursement

[REDACTED]  
Jacksonville, Fl. [REDACTED]

October, 5 2017

Ford Motor Company  
P.O. Box 6251  
Dearborn, Michigan 48121-6251

Gentlemen:

More than 60 days ago, I sent a response to your letter informing me that I was allowed a fix for the headlights – LCM bypass module kit Recall 15539- on my 2004 Mercury Grand Marquis. In your letter it was indicated that I was to get the vehicle headlights fixed and also receive a refund of the amount that I had paid to get the headlights fixed previously. I called to confirm that Ford Motor Company in Dearborn, Michigan had received my letter and the pertinent additional documents. A copy of the pertinent documents is enclosed. Namely, enclosed are a copy of your original letter and a copy of the receipt for work done previously. That was now more than 90 days ago, back in July 2017. In your letter you indicated that I would receive a refund for the work done previously within 60 days. Clearly that has not occurred. Why not?

In any case, please send me a check for \$425.23 and the original receipt. I may be forced to file a complaint with the National Highway Traffic Safety Administrator if I am not reimbursed soon. Thank you.

[REDACTED]

**RECEIVED**  
OCT 17 2017  
BY: \_\_\_\_\_

[REDACTED]  
Jacksonville, Fl. [REDACTED]

October 5, 2017

Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121-1904

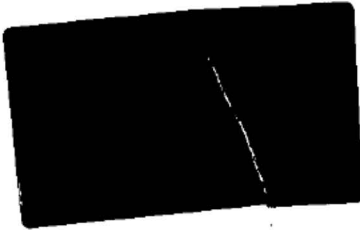
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In any case, please send me a check for \$425.23 and the original receipt. I may be forced to file a complaint with the National Highway Traffic Safety Administrator if I am not reimbursed soon. Thank you.

Sincerely,

[REDACTED]



Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, S. E.  
Washington, D. C. 20590

