

Malone NY

JUN 13 2018

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Issues voice command and keeping the phone connected haven't use over 4 maybe 5 months even longer after 4 phone nothing stays connected. And voice command understood very little. Usb port 12 volt never worked baily ford replace the 12 volts last a week. Molding on the outside of window shield lifted the first winter. French fords said the fix the molding last year it loose again. The inside of the window has all the frost in the inside, the heating system work great on 3 and 4. 1 has nothing 2 very little comes out. It took 45 mins on 2 defrost my window shield. The tires need replace around 21,349 miles but that wasn't cover I final replace them in around feb 2018 because baily ford said they were not under warrant along wit the USB port. Than the issues with the car hesitation spit and sputter, Heather from baily fords stated last May 2017 there was an issue with a couple gears, bring back on June 9th when they fix my ports. Would do more testing. Was told be at least three hours I went a came back in 45 mins the car was done mike told me there was nothing wrong with my car I look at the mileage never took out for a ride. When stated about the issues on June 9th 2017 lights molding and the car spitting sputtering mike told all in my head they were not going do nothing for me. I left many messages no one would call me back. I ask if there was someone higher up I could speak to the answer is no. this was told to me for the first two years of this matters. Intill I call ford credit last year around end May or June when my car had lock up want file formal complaint and I want my car bought back or exchanged. This when I found out that there was place called Ford relations. I called them. On several times and several cases with the issues piling up. I went to Danamora fords NY they saw the molding, the ports in the car where not working, they had order the part but was like 9 weeks before they came in, by that time they had me pick another place which was Frenchie's fords in Massena NY they never took my car out after dark see the lights but did notice the inside light dim after running and headlights but only 3 second delay not worry not issue now but in the future will be. There were list 19 things wrong. Stated they fix the molding but was never done. Even the sales person stated he was nervous when driving down the road. His name was Jason I believe. My son was there when this went down. Ford offered me a family and friend package which was worth 1500.00 and Frenchie stated they would not give me more than 4,000 that was being nice they would not be able to resell this car. I kind laugh said I have paid and trade my other car already got almost 11,000 invested. Was no deal. I called the CEO, Mike was the guy name. I explained everything wrong with this car and stated was unfair I lost my job over this because car. His reply was then I would park it if it not safe. My response if I was you mother daughter Auntie wife grand mother they would not be kept in this car. He hung up on me. By this time no job angry and upset, with all these issues going on August first, 2017 I was schedule for an oil change with baily fords I showed up and to find out they sent me an email because I was unhappy with the service(mike) they would not service my car. Because neither 3 could duplicated the car locking up (the steering wheel and brake system they could not help me. Yet they Ford relations nor Baily ford would call the case worker who was the client worker from Department of Social Service speak to her, because he stated he thought I was trying kill him and how my car would not go nowhere we were going across traffic heading to t he other side cross the road. This was very situation for him and myself. I believe it was June 4 the 2017 when this happen. Due to the HIPPA law I could not provide the clients name. I reach out to ford credit about this matter they said would work with me as ford relations was involved to resolve this matter. They stated they would not put it on my credit report. Just back few months ago, I found out they did. This ruined my credit bad. I have disputed it, yet nothing was done I have written a letter that I have enclosed use what I sent them. Also, I have enclosed information from places I taken too. This been a night mare. After makeover 1200 payment in January 2018 when final got another job that didn't

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require transferring people to store dr etc. the phone call started to come in and even threats when it down to 285. The women stated if the payment was not in by 9 pm she was going have my car repo. I explain I was doing everything I could catch up, even sold stuff out my motel room where I live almost last 2 years. She scared me I ask to speak to a supervisor he gave me till Jan 23, 2018 which I make all my payment through my bank. Than charge me late fees. I had called BBB ONLINE to file complaint but each time I was being requested to bring to another place. So, I did not file the formula complaint. This month contacted ford relations heather stated because of my state law there was nothing more she could do unless I am willing take back to another ford dealer. I could look in the book for what else I could do to get help on this matter. With this car I am scared to death of this car now and takes me longer to get around. I only have 31 777 miles as today May 31, 2018. This because most of the 3 winters I have pay for rides or walk to work because this car goes all over the road. I do not know why baily fords offers 3-year bumper to pumper and every other oil change for free when they only given me 2 oil changes and I have replace my own tires. I have recording how bad my lights are on my phone sound of my car sounds like old 30-year car. List of things wrong as of May 31, 2017 window shield mold up head lights do not work right. Ports in the car does not work since day 1 except the week they fix the 12 v the radio station ,mess up voice command do not work right nor does keep connection with 4 different phones I have had car reaches almost 5 ramp goes down come back hold around 3 half to 4 so I let up scares me bad gas mileage 27 to 20 miles to gallon the heating system doesn't work right than back in March I went see heather because back in mid Dec 2017 I final got hold of the owner said I could deal with her only. She set an appt week half later I became very sick I called her she told me when I felt better call her than there were issues on my job where I was doing doubles and catching up on my payments. I left this message when I final caught a break I called but phone was disconnected. I stop by and there was heather dean and bob at baily fords Dean called my a fn liar telling me I never called their heather had her own extension I stated I was there to deal with her only but because of the way he was cussing at me I walk out crying. I have never had to deal with so much disrespect from a man. I did callup left Steve bailey a message about what went down he never called back. Am very depressed that I cannot even take any my grandchild because my car has lock up and my adult children been in my car felt how the car was hesitation. Now that I complete my BS degree in criminal justice human service I can't apply for any jobs hour away because this car. So, this limits me stay taking care people in their homes and walking distance as be do not have cab or taxis around here. Also, I notice months ago when I reach out to lawyer that Mike from Baily ford did not put down all the times I went there will my car because of issues. What I would like to see happen is I want to get away from this car even exchange for a small SUV 4 by4 transfer all monies I have paid on this car to that SUV. I will own what own on this car. As this cost more than the SUV and lost last 3 years of family time with grandchildren because of this. YOU can't put a price on this. Also, I would like to recommend all important information such as the lemon law contact of you have problem in the front of the book and dealership should have paper for the customer to sign stating they have told them about this information if there was a problem. I never heard of a lemon law on a new car never heard relations till this mess and was too late. As I was told many times no one else I could reach out too. If like speak to the case worker I will provide her name and phone number have many witness states how this car works and runs even my gas man in fort Covington NY knows the issues iv been having he ask me all the time if the issues and problem been fix. Just because you can't duplicate it does not mean it did not happen. All these problems started after first issues in 2015 when my car was hesitating and then the car light up like a Christmas tree had it

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towed to baily fords and took total 12 days to get it back, I was told it was a battery issue. 12 days I had to pay for rides to work as live in ft Covington my job was in Malone. Not mention as baily ford would service my car they took care of wind shield fluid it froze up two winters almost wrecked up right after I left there said the fix it put a hole in frozen fluid froze up matter mins. Seeing they would not service my car this past 2017 winter I put the fluid and did not freeze up. Please help me I do not think it is right to be disrespected, lied too treated less than human sold car that issues are piling up causing me to loss my car This car should been joyful and enjoyment special with grandchildren and reliable for work instead no enjoyment no special days with grandchildren. When a company says bumper to bumper 3 years yet does not keep their agreement cause to me this breach of contract a=not to mention feel harassed by Mike and Dean. I you see I have sent all the people or agencies this letter. I want this matter resolved once for all it is so unfair that companies these day have more rights than consumer and get away this sell a product this is defected and consumer force to keep it and still pay it after money is invested. Add to this letter Back end July after feuding with them I find their law action suit against them, yet nothing been done I worry and scared this car will lock up ill end up dead. And I have stated I cant afford lawyer way I didn't know what to do either.

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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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[REDACTED]
2015 Ford Fiesta

S 4dr Hatchback

matter and am trying to get it fixed and corrected. If I had the money I would have paid this at time it was due here is the payments that when I finally got job started to almost double my payments. From Jan 9th, 2018 to April 2, 2018 I paid total of 3,052.00. this became a struggle as this car has many issues still and getting worst. I understand that ford credit does not have any responsibilities except for the money part. So. I am requesting that all late reports be deleted from my report as I was told would not be here. When I am working I keep up with my payments, this time was harder because health care field I must have a responsible car. The car still having a major problem and am taking to higher up now that ford Relation can't do more for me. Because of my state laws. I feel I have lost enough with unstable jobs because of this car, can't use for taking grandchildren anywhere, then to ruin my credit and replacing the tires back in Feb 2018 because the warranty they give for 3 years bumper isn't no good I have suffered enough please correct this matter now onto the

My social security number is [REDACTED]

Malone NY [REDACTED] ate birth [REDACTED] feel free to call me at [REDACTED]

Vehicle
2015 Ford Fiesta
S 4dr Hatchback

Vehicle
2015 Ford Fiesta
S 4dr Hatchback

Payment History

You've made 76% of payments for this account on time.

2017

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M

A

M

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J x

A x

S x

O x

N x

D x

2018

To TransUnion, Equifax, Experian, Ford Credit

I am disputing the late charge and the interest on this matter. I know I got behind, if it was not for the car locking up with my client in the car in June 2017 this mess would have never happened. Instead I found myself without a job. I took the proper steps and brought it to my local dealer. But with two different stories my car never got fixed and as today I still cannot take clients in my car, I called Ford Credit each month like I was told to do so. I was stated by each and all just call in let them if I could make it or not the payment. I was worried about it hitting my credit report. I was told it would not go on my credit report, as I was making my calls, and they do work with people. I found a few months ago about this

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