

CL-11290553-7620

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

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

[REDACTED]
Bothell WA [REDACTED]

Re. Ford Motor Company performance in re. NHTSA Safety Recall
18V-592

Administrator,

In early December 2019, I sent you a copy of a letter that I had sent to Ford Motor Company's Consumer Affairs Office after 15 months of frustration in not being able to receive fair treatment promised in one of their "Safety Recall" notices that I had received in September 2018.

I have enclosed copies of my latest correspondences with the Ford company. Please evaluate my claim, and help if you can.

Sincerely, [REDACTED]
[REDACTED]

EA
2.12.20
LD

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January 17, 2020

[REDACTED]
Bothell, WA [REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for contacting Ford Motor Company. We have received your correspondence requesting a replacement charge cord for your 2014 Ford C-Max at no cost under Recall 18S24 due to your original cord being discarded.

I appreciate the opportunity to evaluate this request as the satisfaction and safety of Ford owners is one of our highest objectives. At Ford Motor Company, we stand behind our products through the manufacturer warranty, as our number one responsibility is to ensure repairs are made to your vehicle while under the provisions of the New Vehicle Limited Warranty (NVLW), the protection of a Ford Extended Service Plan (ESP), Customer Satisfaction Program (CSP) or recall.

Please note in the "**What is the issue?**" section of the original recall notification dated September 2018 it states: "The 120-volt convenience charge cord provided with your vehicle may overheat at the wall outlet. The charge cord should not be used with a loose, worn or damaged AC wall outlet, or with an extension cord, two-prong adapter, surge protector, timer or any other adapter." The "**What should you do?**" section of the same notice states: "Do not use your 120-volt convenience charge cord with a loose, worn, or damaged AC wall outlet, or with an extension cord, two-prong adapter, surge protector, timer or other adapter. Refer to your owner's manual for additional information on the proper use of the charge cord." In addition, the "**What will Ford and your dealer do?**" section states: "Ford Motor Company will replace the factory equipped charge cord with a new charge cord that helps prevent unintentional charge cord and wall outlet overheating."

Upon review, the original notification for Recall 18S24 did not imply to cease use of the original charge cord; rather, it focused on proper usage to prevent an overheating condition. Based on this information Ford Motor Company is unable to honor your request for a replacement charge cord at no cost if the original cord has been discarded. We recommend continuing to work with your Ford dealer for further assistance regarding this matter. We also suggest keeping your receipts so you may be eligible for reimbursement in the event Ford initiates a program in the future based on this situation.

If you have further questions or concerns, you can reach our Customer Relationship Center via chat Monday – Friday 8:30 AM – 10:00 PM EST and Saturday/Sunday 11:00 AM – 7:00 PM EST. You will find our chat option on www.owner.ford.com, scroll almost to the bottom of the webpage where you will see a blue banner with our LIVE CHAT feature. You can also reach our inbound phone team Monday – Friday 8:00 AM – 11:00 PM EST and Saturday 8:00 AM – 8:00 PM EST at 1-800-392-3673. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Sincerely,

Sharlita

Sharlita
Customer Service Representative
Ford Motor Company

Ford Customer Service Division
PO Box 6248, MD 45-B
Dearborn, MI 48126
USA

Sharlita
Customer Service Representative
Ford Motor Company
PO Box 6248, MD 4S-B
Dearborn, MI 48126

[REDACTED]
Bothell WA [REDACTED]

Request for Reconsideration

In [REDACTED]

Dear [REDACTED]

Thank you for your response to my December 7th letter to your Customer Affairs office. I realized, upon reading your response, that I had not given you a full and accurate picture of the circumstances that led to my decision to discard the defective charge cord provided with my 2014 C-Max. Please read the following account, and then reconsider your decision to deny my request for a free replacement of the cord, as was promised in the first Recall notice of September 2018.

Prior to receiving your first recall notification, I had not known that I should not be using my charging cord plugged into an extension cord. From a recent phone conversation with a customer service representative, I learned that this information is contained on page 148 of the owner manual.

In retrospect, I believe that information as important as this should not have been left up to the chance that I would read and remember a detail such as this that was contained in an owner's manual that is 444 pages long. It is actually a threshold issue that should have been brought to my attention by the dealership that was recommending this particular car to me. **The question should have been asked: Did my home-parking situation allow me to plug the charge-cord directly into a dedicated 110 outlet, without the use of an extension cord?**

This question was never asked, and the Ford employee who introduced me to the car and allowed me to test drive it failed to warn me about not using an extension cord. **Had I been warned, I wouldn't have purchased this particular model of car without first confirming that my designated parking spot where I live was in cord-range of a suitable, dedicated 110 outlet; which, as it turns out, it was not.**

In retrospect, I believe this constitutes negligence on the part of the Ford Dealership sales team who sold me the car.

As a result, and having not read the warning contained in the owner's manual, I had been using a heavy-duty extension cord for many months, apparently without a problem; and so, when the first recall notice warned me that my charging cord had a defect and that it "should not be used ... with an extension cord" and that "Ford Motor Company will replace the factory equipped charge cord with a new charge cord that helps prevent unintentional charge cord and wall outlet overheating", I assumed that I would be able to use this improved replacement cord in my parking situation; i.e., I would be able to safely use this new improved cord with my extension cord; else, from my point of view, why would Ford be replacing it?

So please consider where the negligence lies in this story

The Renton Dealership

I believe the Renton dealership was negligent in not warning me against the use of an extension cord, and not advising me to confirm whether the cord they were supplying me with would reach the closest electrical outlet to my home parking place.

The Ford Motor Company

I believe Ford Motor Company was negligent in not clearly stating in the first recall notice that in order to receive a non-defective replacement cord, an owner would need to retain and return the defective cord at some future date.

Myself

I believe my decision to throw away a charge cord that your company declared to be potentially dangerous to use *in my situation* was impulsive and uninformed, but not negligent.

Now that you have more information, and if you agree with my assessment, then what I propose is that you share the cost of supplying me with a non-defective cord with the Renton dealership.

Remember I have already suffered the loss of all the potential gas-savings during the 16 months since the initial Safety Recall, during which I have been unable to use the external charging feature of this model of car -- which for me was one of its major selling points.

Sincerely,

A solid black rectangular redaction box covering the signature area.

cc. Adam Larsen
Sales Manager
Sound Ford
Renton WA

cc. Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

Bothell WA

SEATTLE
WA 980
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ADMINISTRATOR
NHTSA
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

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