

1 American Road Dearborn, MI 48126

Board of Directors

Ford Motor Company

April 13, 2021

Cc: NHTSA

Dear Jim Farley,

My name is [REDACTED] and I have been a customer since 2018 and have, until recently been more than satisfied with Ford and their vehicles. Below I am describing a complicated situation which has taken a toll on my finances, sleep, and opinion of Ford's management.

**3/16/2021**

On 3/16/2021 my 2018 Ford Escape (VIN 1FMCU0F7X [REDACTED] with 61,780 miles began to feel as though the transmission was slipping. My husband [REDACTED] made a quick check to make sure all the fluids were at proper levels, which they were. I then contacted Kent Parsons Ford in Martinsburg, WV (where we had purchased the car 2 years prior). I was told the first available appointment to have the car looked at was 3/23/2021 at 10:00 am, I made the appointment.

I brought the car in at 10:00 am and was then told I had to leave it and I said "why did I make an appointment at 10:00 am if no one would be able to look at it at that time." I was not informed that I would have to leave my car for a significant amount of time due to work and other obligations. I could not leave it that day, so I left. I then called a Ford dealership which is approximately 10 miles further, Massey Ford in Hagerstown, Maryland. I spoke with a polite young man who told me to bring it in whenever I could, and they would pull up a code on it. I went back to work and left at 4:00pm that same day, I arrived there at 4:20, Ben then proceeded to get the code on the car which read (P2701, Transmission Friction/Element B apply time range or Performance). I was surprised that a car with not even 62,000 miles on it needed transmission work. I knew I had a warranty, but I had thankfully never had to use one before. (My three previous cars were new Kia's, I decided to go this time with Ford). Ben told me I could bring the car in 4/2/2021 to have it worked on.

I went home spoke with my husband and found out that our warranty expired at 60,000 miles. I could not believe it, the next day I called the Service Manager at Massey Ford (Tim Rowe) explaining to him we could not afford a new transmission at this time. He told me to bring the car in on the 30<sup>th</sup> and they would get a diagnosis on exactly what is wrong with the transmission and he would see what he could do about getting me some assistance from Ford to pay for it. I had to get a rental when I initially brought my car in because I was under the assumption that a

transmission issue would take a while to fix. I dropped the car off and received a call from Ben stating they did not have a chance to look at it, and that it would probably be tomorrow. I had to rent the car another day, but I understood. They told me they would help with the costs of the rental for the second day, which I was grateful for.

At 2:00 pm I called Ben and he said they still have not had a chance to look at it. I was extremely frustrated due to the lack of communication and reasoning and knew I could not continue to rent a car with no estimate of a completion date. I decided I somehow had to get this one fixed. Hoping that Kent Parsons Ford in Martinsburg would not be as busy, I went and picked my car up from Massey Ford and called Kent Parsons, they told me to bring it in on 4/8 and that they would get me a diagnosis. Massey Ford paid more than one day's rental, which I was appreciative of, but I could not wait any longer.

#### 4/8/2021

On 4/8/2021, my husband took 2 days off of work so we would not have to worry about the expense of renting a vehicle for me to go back and forth to work. My husband has a company vehicle so I could not use that vehicle myself. At 7:40 am I dropped my vehicle off at Kent Parsons Ford with the paper that Massey Ford had given me stating the (P2701) code, which they had previously given me. I told the gentleman at the service desk all I needed right now was a diagnosis of the transmission problems, because I had spoke with Corporate (Latosha Cornish, 1-800-392-3673 ext 79482) and she said to just get a diagnosis and she would see if there were any programs available that could help me financially.) He said he would relay this to Dusty and give her the Paper.

I then received a call from Dusty that afternoon, she said they drove the car and it showed no signs of slipping and that the problem was not with the transmission, she said it was missing, that is probably what I thought was the transmission slipping, and the 4<sup>th</sup> spark plug was loose. I asked her why that would cause a code to pull up and she said she had no idea because they also looked into the transmission problem and there were no problems there. I was very happy; she said the bad news was it would be \$433.00 to fix the problem. I told her I was happy it was not the transmission, and that \$433.00 was nothing compared to what I thought I would need to pay. She said it would probably be ready tomorrow for me to pick up.

I called the next day around 2 pm, because I had not heard from them and Dusty said they were waiting on a part and having problems putting the boot back on. I have no vehicle maintenance knowledge, so I told my husband what she said. My husband proceeded to say that in his experience, all terminology that he has heard referring to a "boot" has to do with the transmission. I told him well, I am just relaying what she told me, that it was just missing, they checked it and said that there were not any transmission problems.

Dusty called me that next day Friday, April 9<sup>th</sup> in the afternoon around 2:30 and said she had very bad news, the Service Manager and one of the mechanics took the car out to make sure it was okay and they said it was slipping terribly (this was the diagnosis that Massey Ford said and I gave them the code and paper from Massey Ford). The Service Manager, Gary then got on the phone and said it was acting like a totally different car than yesterday. He said would recommend me to not drive it at all. I told him that I had said it was the transmission from the start because of

the previously stated reasons. He said again this is acting like a totally different car than the day before. I told him I would now go back to worrying about receiving some kind of assistance because I certainly could not pay for a transmission issue due to also having to rent a car and now causing my husband to miss work.

I tried calling Latosha Cornish back from Corporate and she was not available. Gary told me to call Corporate and talk to someone else. I contacted three different people and finally got a case number [REDACTED] and all three said the same thing, that there was nothing they could do, no assistance program was available for me. I called Gary (Service Manager) at Kent Parsons and he said for me to keep calling because he could not understand why they will not give me assistance. He then stated that he was also working on another man's transmission and he was 30,000+ miles over his warranty and he was receiving assistance from Ford.. So, I continued to call to no avail. I also left messages with the escalation department and still today have not had a courtesy call back. I then tried calling Gary back again and he was not there, so I spoke with Dusty and I told her that I didn't know what we going to do, because I need a car for work and I cannot have my husband continue to miss work as well. I also told her I was planning on using this car as a trade in after it was fixed and she told me she could not transfer me but to call back and ask to speak to New Car Sales there at Parsons where I bought the car, because Ford can fix the car a lot cheaper than I can. So, I called and spoke with Ken, and I explained the situation to him, and he said he would be back in touch with me. I again, received no courtesy call back saying he could or could not help.

#### **4/10/2021**

On 4/10/2021 at 10:00 am I called Massey Ford in Hagerstown and spoke to their Sales Department. I had remembered previously speaking to a young man about trading my car in for a new car after the diagnosis that Massey Ford have given me earlier. He said that he would try to do something for me if I wanted him to, and to let him know if I decided to go that route. He was so professional and seemed as though he genuinely cared about me and my situation. All I could remember at the time was his first name Tyler, after contacting, now I know it is Tyler Woods. I called and asked for him, he proceeded to take my information and within a couple of hours we were in the dealership getting a new 2020 Ford Escape with similar features to that of my 2018. The note is currently \$625 monthly which is ridiculous, only because they had to put \$9,000 on top to get me out of the 2018. But, the fact is that Tyler Woods and Michael Branson the F&I Manager were courteous and caring to my situation. I highly commend them both. I finally thought I was going to have piece of mind even though the car note is going to take a lot more of our finances, but at least I am able to go back to work.

#### **4/12/2021**

On 4/12/2021 I received a call Tyler, stating that Kent Parsons Ford in Martinsburg (the Ford Dealership who misdiagnosed my car as having a missing/spark plug problem) will not release my car to Massey Ford until I pay the \$433.00 dollars for the "fix" that was not even the problem. I am amazed they are not embarrassed by this situation and yet they are asking me to pay for a misdiagnosis.

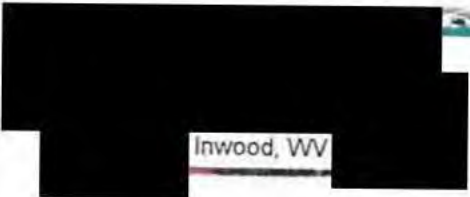
4/13/2021

Today at 10:00 am I called to see if Tyler had any further news on the situation, because I do not feel it is my responsibility to pay for a misdiagnosis. He said he would call them back again. He just informed me at noon that they finally decided to release the car. The only other problem I feel should be looked into is why I was **not** offered assistance toward paying for my transmission and a gentleman with over 30,000 miles over his warranty was?

My cell phone that I can be contacted at is [REDACTED] this is my preferable method of contact. I can also be contacted via email at [REDACTED] I am available most days and am most urgently seeking a response.

Respectfully,

[REDACTED]



Inwood, WV



Department of Transportation

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