
February 8, 2024

Kraus Family Ford
195 Woodstock Pkwy
Woodstock, GA 30188

Ford Customer Relationship Center
PO Box 6248
Dearborn, MI 48126

Dear Ford Customer Relationship Center and Krause Family Ford:

Re: CASE: CXH-01 [REDACTED]

I need someone from Ford to please read my story. I purchased my first Ford (2017 Explorer) three years ago. As a single mom, I assumed my safest option was to finance a newer car from a reputable company like Ford. I work three different jobs so I drive a lot and need something reliable and safe for my two kids.

During the first year of owning this Ford my driver's side door wouldn't close one day due to misalignment. I contacted the dealer and I'm fairly certain they didn't believe me until I shared a video I took. However, when I drove the car to a level surface, the door closed properly once again.

Also almost immediately, the sensor to open back gate with motion stopped working. I was sad because to be honest the silly commercials made me excited to have that feature but at the end of the day, I decided that a well running car was more important.

During the second year of owning the Ford, my kids were thrilled to plug their devices into the console's USB ports for our first road trip. However, smoke suddenly emerged from one of the ports, resulting in it being melted. Now, I'm hesitant to use any of the USB ports in the back.

Last year, my fobs became non-functional even after replacing the batteries. Consequently, I've resorted to using the door code and keeping the fob in the center console.

And that brings us to the present.

On January 22, my barely 7 year old Ford stopped while driving on the highway to get my daughter from school. A tow truck took my Ford to Krause that evening and I got a rental that isn't covered by insurance since it wasn't an accident. The dealer said it could take a few days to even have it seen.

[REDACTED]

R

I sent a couple messages to see what was happening and did not get my first response back until Friday, February 2 (11 days later).

Then I was told "Unfortunately you do need a new transmission. The torque converter is locked up with related damage and the trans will have to be replaced or rebuilt. The recall does not apply and I was calling to give you a quote on a reman transmission. -David Stiles".

Needless to say, I was a bit flabbergasted. A new transmission on a car that is less than 7 years old is definitely an issue of faulty manufacturing and yet I was being told I had to pay \$6k for it. That's more than three times the amount I even have in my bank account right now.

Apparently had this happened to me three months prior, I would've been within the timeframe to have Ford cover the issue. He texted "There was an extension on the torque converter for shudder after a particular reprogram for the transmission. It was 12 month extension after the reprogram was performed. The reprogram was never performed on this vehicle. -- David Stiles".

He said I should've received letters about all the recalls and this torque issue, but I have received NOTHING. As I stated to begin, safety and reliability was the NUMBER ONE issue I had so I would not have just ignored a recall on my Ford that I'm already paying way too much for.

I asked David on that Friday (2/2) to please talk to the warranty manager again and he said it would probably take an hour to get back to me. I explained that I'm a single mom and can no way afford this. He called me then and was cordial and great. I didn't hear back within the hour though so I thought maybe no news was good news and they were covering it. I extended my rental car agreement.

Then Monday rolls around without word so I asked what was happening. No response. I was getting frustrated cause everyday I'm paying for this rental that isn't in my budget.

Again on Tuesday I ask what's happening. He said they denied it (again). He replied, "I just saw the message this morning but it was sent Friday.- David Stiles".

So now I am getting a final NO on Ford covering my transmission and it is 14 DAYS since I first dropped it off. As of today it has cost me \$735 for my rental.

I then called Ford Corporate Customer Service thanks to David giving me the number. I spoke with Jennifer Rollins who opened a case for me (CASE: [REDACTED]). She said she didn't see a mileage or date timeframe on the torque program. She tried calling the Krause dealership so we would all be in the line together. We couldn't get a real person on the phone. She tried two different numbers. I asked for an email of someone higher up I could contact. She said there is no email but I can write a letter to the PO BOX and they would prob see and respond within 30-60 days. She told me I could "cry if I needed to and she'd listen". She also told me a supervisor would call me back within 24 hours. No one has called me back and it's been over 24 hours.

I asked David for the warranty manager's email. He said they don't give that info out. At this point with only one texting number to talk to anyone that has direct contact with Ford or my vehicle I'm feeling like Ford's appearance of being reliable and available is a complete facade. I can't afford a new transmission or a rental car for 30-60 days and there's not ONE person I can actually talk to?

If I can't get anyone to contact me in writing within 24 hours, I have no choice but to move forward in the process of taking legal action and sharing my story locally and via social media until I get someone's attention at Ford that cares. I feel very insignificant to the giant corporation of Ford right now. This is not what I signed up for. I don't deserve to go bankrupt over this vehicle because of a three months expiration date I missed that I knew nothing about. I don't deserve to go bankrupt over a car that wasn't built properly. I have two young children to look out for and so far the message I'm getting from Ford is that they care more about their bottom line than their customers.

I am asking you to DO THE RIGHT THING and honor the recall. Regardless, Ford has completely lost my trust in reliability and respect as a company in how you do business.

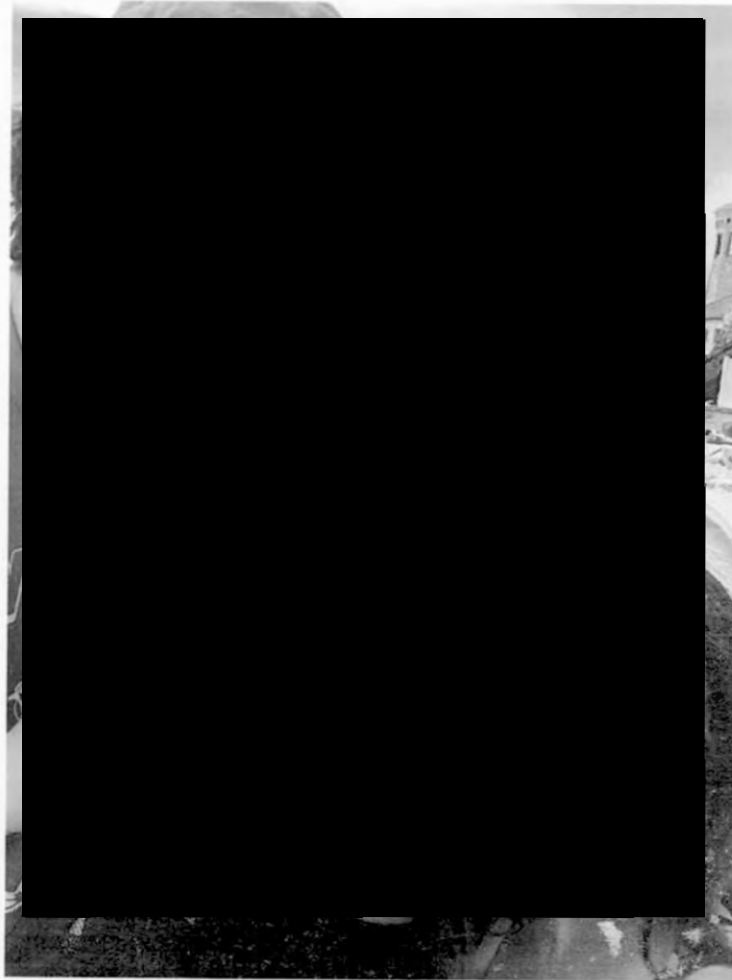
Sincerely,



CC: National Highway Traffic and Safety Administration

1200 New Jersey Avenue SE

Washington, DC 20590



Special Service Support Center Assistance Request
Contact Details



Help

Submit

* Denotes a required field

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|---------------------|--|---|--|-----------------------|----------------------|
| Contact ID: | ██████████ | FSA: 20N07 | Created On: 10:59 Friday 2 February 2024 | Contact Type: General | Status: Agent Closed |
| Personnel | Contact Name: ██████████ | Title: WA - WARRANTY ADMINISTRATOR | | | |
| | Phone Number: ██████████ | Email: ██████████ | | | |
| | Text Provider: | Text Number: | | | |
| Dealer | P&A Code: 00274 | Name: Krause Family Ford of Woodstock | Phone Number: 7705920090 | | |
| Vehicle Details | VIN: 1FMSK7FH1H██████████ | *Odometer 111886 | | | |
| | <input type="checkbox"/> Vehicle Information | | | | |
| Comments | Type: Agent Date: 2 Feb 2024 Time: 11:32:41 ID: amcooy41 | Comments: Program 20B27 expired on 9/1/2023. If program 20B27 was not performed prior the program expiration, the 20N07 program does not apply. This would be customer pay. Thank you. | | | |
| | Type: DEALER Date: 2 Feb 2024 Time: 11:03:27 ID: s-har360 | Comments: CUSTOMER HAS RECALL 20N07 OPEN ON VIN AND NEEDS THE REPAIR. HOWEVER I DON'T SEE IN WARRANTY HISTOEY THAT 20B27 WAS EVER OPEN NOR COMPLETED ON THIS VIN. WILL THIS RECALL COVER THE REPAIR WITHOUT 20B27 EVER BEING ACTIVE ON THIS VIN. HOW SHOULD WE PROCEED? | | | |
| Parts | | | | | |
| Attachments/ images | Valid File Types are .JPG, .ZIP, .TXT, .PDF | | | | |
| | TIP: Allocate multiple files for upload at the same time: Click on CHOOSE FILES button below and (click and drag to lasso multiple files) or (hold CTRL and click on multiple files to select) | | | | |
| | Note: File size must be less than 5 MB. | | | | |
| | Choose from uploaded images/text | | | | |

11:46 [124] +1 [redacted]

Good morning [redacted] This is the official answer from Ford "Program 20b27 expired on 9/1/23. If program 20b27 was not performed prior to the program expiration, the 20n07 program does not apply. This would be customer pay. Thank you". I am sorry but my warranty manager has done all she can to try and get the transmission repair covered for you. You can call ford if you like to see if they will give you any more assistance.
-- David Stiles

did they just let you know about this this morning because I thought it was gonna be about an hour to hear back from them on Friday and I have paid for four days of rental car since then.

I just saw the message this morning but it was sent friday.
-- David Stiles

OK can you please email me everything that I need to see and also a quote?
[redacted]

Text Message

11:46 [124] +1 [redacted]

they've looked at my car yet?

Thanks for contacting Krause Family Ford of Woodstock! We'll see your message shortly.

Friday 9:27 AM

Hello? I need to know what is going on with my car. You've had it for over a week.

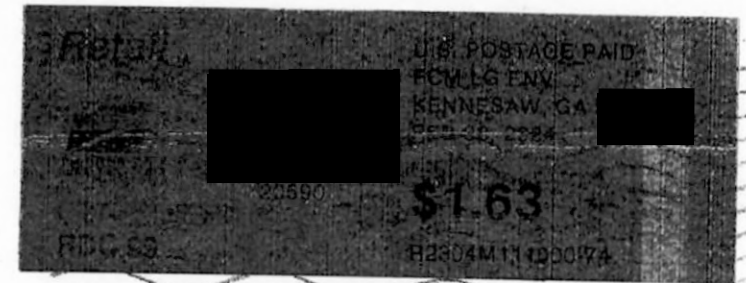
Friday 9:43 AM

OMG, I am so sorry. I had tried to call a few times and could not get you on the phone so I had sent a text. I see now that the text was blocked for some reason. I will copy and paste that text below.
-- David Stiles

ok cool!

Hey can you copy and paste the message so I know what's happening? I still don't see anything

[REDACTED]
[REDACTED]
Canton, GA [REDACTED]



National Highway Traffic and Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

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