

July 31, 2024

Mr. James Farley, Jr.
President & CEO
Ford Motor Company
Dearborn, MI

Dear Mr. Farley,

I am writing to you as a loyal Ford customer. I would like to bring to your attention a serious issue I am having and to respectfully ask for your help. I am reaching out to you not only because you are the head of Ford but also because of this quote I found from you In Ford Motor Company's Q3 earnings report in October 2023:

"We're building a more dynamic, highly talented and customer-focused company..."

My recent experience with Ford Motor Company and my local Ford dealerships has not been in line with that statement and I believe you need to know this. Here is why:

My 2021 Ford Bronco Sport has been undrivable since the end of June.

The vehicle suffered "catastrophic engine damage" with only ~80,000 miles on it as the result of three defective water pumps failing and needing to be replaced. These faulty water pumps likely leaked into my engine each time, creating obvious safety risks, and also resulting in the ultimate and complete failure of the engine and turbo.

My experience as a customer during this time can charitably be described as "frustrating". It has shined a light on what appears to be serious, systemic issues at Ford Motor Company and its related Ford dealerships that I believe you would want to be aware of. Here are the main points I would like to bring to your attention:

- **What appears to be a likely defective Ford part.** The water pump in my vehicle has failed three times in three years. In the first two instances it was replaced with a new water pump and I am now looking at having to replace it a third time. This raises two issues. The first issue is safety. If a water pump is not operating properly, the engine will overheat causing a serious safety risk including an engine fire. The second issue is damage caused to my engine and turbo from this seemingly defective part when it leaked. As you know, Ford has had issues in the past with defective water pumps causing damage in other models, sometimes resulting in recalls and even class-action lawsuits. It looks like this may now be the case with the Bronco Sport as well.
- **Lack of good-faith effort to address my circumstance.** My engine and turbo will likely need to be replaced, repairs estimated to cost as much as \$15,000. This damage was caused by the seemingly defective Ford parts installed and replaced multiple times in my

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vehicle that over time caused my engine and turbo to fail. However, I have been told by more than one Customer Relations representative that Ford Motor Company will only pay for 30%-40% of the repair costs. In my opinion, it does not seem right for the customer to shoulder this large financial burden for damage done to their vehicle by a repeatedly replaced and possibly defective Ford part.

- **Slow response time from Ford Motor Company Customer Relations and my Ford dealer.** I have sent numerous emails and made numerous phone calls to get information and to advocate for myself. Nearly all contact that I have initiated with my Customer Relation agent routinely does not get a response for at least a day if not more. My service advisor at my Ford dealer is often unavailable to take my calls. This has resulted in the entire process being dragged out for more than a month with still no resolution.
- **An inflexible and inefficient approach to Customer Relations.** One example: the only department that could address my problem is Customer Relations which is based in Houston, but they were unable to help me for days because of the impact of Hurricane Beryl and I was told there was no other person at Ford Motor Company that could assist me at that time. Also, communications with my Customer Relations agent is one-sided: he reaches out to me when he is available to talk and it is incumbent on me to answer his call at the time, even if I am busy at work or else I run the risk of not being able to communicate with him. Otherwise time is lost because of the slow response time to messages (see above).
- **Poor customer service from Ford dealers.** I have had my car serviced at both Healey Brothers Ford in Poughkeepsie, NY and most recently at Brewster Ford in Brewster, NY. Both dealers replaced the apparently defective water pumps in my vehicle. They both have provided what I feel is less than optimal customer service including: replacing a defective part without determining if other damage had occurred, poor communication, no loaner cars being made available for my use, and what I feel has been a lack of urgency in resolving my vehicle's issues.

These are just some of my experiences so far and believe me when I tell you, there are many more. In fact, I have nearly 30 pages of notes that I have taken of my interactions and experiences so far.

As I write this, it has now been 35 days without a car. My vehicle is still undrivable and I have not received any additional offer of financial support from Ford Motor Company for the necessary repairs.

My questions for you are:

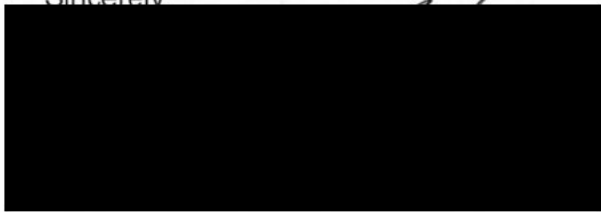
- Does Ford Motor Company stand behind its vehicles?

- Should Ford customers expect their engine to last less than 90,000 miles if their vehicles receive regularly scheduled maintenance at certified Ford dealerships?
- Do you think it's fair and right that I should have to pay for repairs to my vehicle caused by multiple apparently defective parts that were repeatedly installed in my vehicle?
- Can you understand how this experience has not felt "customer-focused" to me?
- What good-faith steps is Ford Motor Company willing to take to assist me?
- What are you willing to do to keep me as a Ford customer going forward?

Thank you for taking the time to read this. I realize that this is a lot of information, but I wanted to give you as much detail and context as I could. In addition to writing to you, since these issues are related to Customer Service, safety, and consumer protection, I have also filed complaints with the Attorneys General of Michigan and New York State, the National Highway Traffic Safety Administration, New York Senators Charles Schumer and Kirsten Gillibrand, and Rep. Mike Lawler (NY-17) and I am cc'ing them on this letter.

I look forward to your response.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

Case #: CXH02318017 [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

CC:

Elena Ford, Ford Motor Company Chief Dealer Engagement Officer

Sophie Shulman, NHTSA Acting Deputy Administrator

Letitia James, New York State Attorney General

Dana Nessel, Michigan Attorney General

Senator Charles Schumer, New York

Senator Kirsten Gillibrand, New York

Rep. Mike Lawler, NY-17

Kenneth Volz, Brewster Ford Dealer Principal

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