

12/20/2024

Jack Demmer
37300 Michigan Ave
Wayne, MI 48184

RE Customer Service
Safety Issue

Enclosure - Pg 14 2011 Fusion
Owners Guide
Airbag readiness

To whom it may concern:

Today before I came into
Jack Demmer, I took my car too 2
other places, Firestone & Berber
Collision. Both Places said the same
thing regarding my Airbag readiness
light that just came on, I quote,
"This is extremely dangerous and needs
to check out today by a Dealership."

I drove directly to Jack Demmer
and showed them Pg 14 of owner's
guide.
lover

I Told Them That I Took IT TO 2
other places and what they said.
(I wish I got the advisory's names).
I called Jack Demmer 734-721-2600
got their names, Never Returned
my call 12-20-24 401pm Eastern

My Complaints :

1.) I explained the severe safety issue
regarding the Airbag readiness and
showed the page 14. I also explained
that I know how busy you are and
willing to leave the car but I need
a loaner. They replied, I quote,
"We have so many loaners and several
people waiting and the earliest we
may have available is 1-14-25."
I replied, I quote, "While I
understand that you have to
realize my is a safety issue
(severe safety issue) because my
issue could be dangerous to me,
but any passenger I may have in my
car, and to other drivers on the road.
Because if the air bag should happen
to deploy it could cause serious
problems to me, passengers or
other drivers, and possible DEATH."

They (Advisors) showed NO
Compassionate or concerned.
In fact as I was leaving I seen
them laughing.

This was the rudest and non
compassionate customer service I've
rec'd from Jack Demmer in the nearly
42 years I've been coming to Jack
Demmer for major repairs, recalls,
buying used vehicles etc.

I will not be treated like that
again. My business for cars will go
elsewhere.

2.) Advisor's Advised I would not
be able to get a loaner because my car
is too old (2011) and not under warranty.
I replied, I quote, "Yes I would get
one because I have in the Past.
They replied, I quote, "Policy (ies) have
changed." And at this point, (Approx
15 mins) with the Advisor, I replied,
I quote, "That is BS, I should be
grandfather in as long as I own this
vehicle and you cannot change any
policy without notify the policy
holder/customer." They replied, I quote, "yes we can
and we did."

Another unacceptable response that lead to this letter.

The proper responses that should of taken place is:

I'm sorry for the inconvenience let me see what I can do (because of the severity of your safety and other people's, let me see what we can do) to get you a loaner and your car in to be looked at ASAP.
BUT IT WAS NOT THE RESPONSE.

Again I understand how busy Jack Demmer is but the poor customer service I received and the poor responses I received are VERY MUCH UNAPPRECIATED & UNACCEPTABLE.

The only response I want now is from Jack Demmer himself personally calling me and telling me how sorry he is for my poor customer service I received he personally wants me to bring in my car the next busy day and he will have a loaner for me (at no cost) and will look at my car and get to the issue of the light.

Vehicle Safety
Traffic Safety Administration

I would like you to note this
safety issue and possibly issue a
recall on this very serious safety
issue.

Ford Motor Co.
Customer Service Division

Please look into this disturbing
poor customer service I rec'd from
The Jack Demmer Service Advisory
Personnel.

Better Business Bureau:

Please note about my complaint
about Jack Demmer's poor customer
service.

Thank you,
[Redacted]

Don Hatz MTD
[Redacted]

(over)

PS.

Because of the severity of this issue, my family has been notified by a copy of this letter. If anything should happen to me or others die to the airbag going off they can contact an attorney and pursue this issue.

by the CC's I've included I take this matter VERY seriously.

CC: FMC - customer service
Vehicle Safety Administration
Better Business Bureau

Trust me, this is letter I did not want to write but this issued needed to be addressed and corrected immediately before something serious happens.

2011
FUSION
OWNER'S GUIDE



Airbag readiness: If this light fails to illuminate when the ignition is turned to on, continues to flash or remains on, contact your authorized dealer as soon as possible. A chime will sound when there is a malfunction in the indicator light.



Safety belt: Reminds you to fasten your safety belt. A Belt-Minder® chime will also sound to remind you to fasten your safety belt. Refer to the *Seating and Safety Restraints* chapter to activate/deactivate the Belt-Minder® chime feature.



Charging system: Illuminates when the battery is not charging properly. If it stays on while the engine is running, there may be a malfunction with the charging system. Contact your authorized dealer as soon as possible. This indicates a problem with the electrical system or a related component.



Engine oil pressure: Illuminates when the oil pressure falls below the normal range, refer to *Engine oil* in the *Maintenance and Specifications* chapter.



AdvanceTrac®: Illuminates when AdvanceTrac® is active. If the light remains on, contact your authorized dealer as soon as possible. Refer to the *Driving* chapter for more information.



AdvanceTrac® off light: Illuminates when AdvanceTrac® has been disabled by the driver. Refer to the *Driving* chapter for more information.

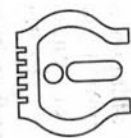


Overdrive cancel and grade assist (if equipped): Illuminates when the overdrive function of the transmission has been turned off and the grade assist function has been turned on, refer to the *Driving* chapter.



Low tire pressure warning:

Illuminates when your tire pressure is low. If the light remains on at start up or while driving, the tire pressure should be checked. Refer to *Inflating your tires* in the *Tires, Wheels and Loading* chapter. When the ignition is first turned to on, the light will illuminate for three seconds to ensure the bulb is working. If the light does not turn on or begins to flash, contact your authorized dealer as soon as possible. For more information on this system, refer to *Tire pressure monitoring system (TPMS)* in the *Tires, Wheels and Loading* chapter.



Speed control: The speed control system uses two different-colored indicator lights to indicate what mode the system is in:



- **On (amber light):** Illuminates when the speed control system is turned on. Turns off when the speed control system is engaged or turned off.

- **Engaged (green light):** Illuminates when the speed control system is engaged. Turns off when the speed control system is disengaged.

Door ajar: Illuminates when the ignition is in the on position and any door or decklid is not completely closed.



Anti-theft system: Flashes when the Securilock® passive anti-theft system has been activated.



Dbn Hq's
MI

~~0456~~ N&F
111425

Vehicle Safety
Traffic Safety Administration
1200 New Jersey Ave S.E.
Washington DC 20590

