


From: crcfmc@ford.com |  [Save to Address Book](#) | [Block Sender](#)
To: [REDACTED]

Subject: Ford Motor Company
Date: Tue, May 12, 2009 01:57 PM

Dear Nadine,

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding issuance of a recall.

Please note that recalls are issued on items that may cause Safety or Emissions concerns with the vehicle. Many factors are used to determine recalls such as warranty status, vehicle history, customer contacts, dealership comments and so forth. Please keep in mind that The National Highway Traffic Safety Administration (NHTSA), which is the federal agency responsible for motor vehicle safety, and is the only organization with the authority to order a recall.

Moreover, Ford and the National Highway Traffic and Safety Administration (NHTSA) work together to proactively identify areas of concern through investigation of consumer and dealer feedback. However, we regret to inform you that Ford and NHTSA's investigation of consumer and dealer feedback are considered proprietary and therefore, is unavailable to the public. Consequently, we are unable to provide you with the information you are seeking.

Thank you for contacting Ford.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Sincerely,
Harold
Customer Relationship Center
Ford Motor Company

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.


[THREAD ID:1-4MKH90]

-----Original Message-----

From: [REDACTED]
Sent: 5/8/2009 10:40:06 AM
To: crcfmc@ford.com
Subject: Vehicle Service Issues

Ford Motor CompanyMain Topic: VehicleServiceIssuesEmail Questions: Since I have received the answer that the information I seek is "Proprietary" through your customer service assistance, I would request that you inform me of the process that Ford uses to issue a recall.

An explanation on how Ford collaborates with the NHTSA to issue recalls is also requested.Owner: YesVehicle Identification Number: 2FMZA51614BA43119Mileage: 1234Vehicle Location: AtDealershipIf Contacted Dealer: YesDealer Name: ProprietaryOwner First Name: NadineOwner Last Name: ProprietaryOwner Email Address: [REDACTED] Address1: ProprietaryCity: ProprietaryState: ProprietaryZipPostal: ProprietaryCountry: United StatesDay Phone: ProprietaryClient Browser : Firefox 3Client OS : Windows

From: crcfmc@ford.com |  [Save to Address Book](#) | [Block Sender](#)

To: [REDACTED]

Subject: Ford Motor Company

Date: Wed, May 13, 2009 03:41 PM

Dear Nadine Burroughs,

Please be advised that Ford monitors the performance of our products through dealership and customer feedback. If a concern is noted, a recall is conducted to remedy a safety or emissions concern in the interest of customer satisfaction and environmental responsibility. Field Service Actions or recalls are released to ensure the appropriate corrections are performed promptly by an authorized Ford or Lincoln-Mercury dealership. Once the vehicle owner receive the letter, we suggest that he/she contact the selling dealership as soon as possible to schedule an appointment to minimize customer inconvenience.

Furthermore, we would also recommend you to contact the National Highway Traffic and Safety Administration (NHTSA) directly at:

Toll-Free: 1-888-327-4236
Hearing Impaired (TTY): 1-800-424-9153

Online:
www.nhtsa.dot.gov

We appreciate the opportunity to assist you.

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Sincerely,
Christie
Customer Relationship Center
Ford Motor Company

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Ford Confidentiality:

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[THREAD ID:1-4MSOVH]

-----Original Message-----

From: [REDACTED]
Sent: 5/13/2009 01:19:20 AM
To: crcfmc@ford.com
Subject: Re: Ford Motor Company

Dear Harold,

Thank you for the reply, but if I read your email correctly, I understand you to say that Ford can not issue it own recall even with the knowledge that a vehicle has a safety fault. I believe that Ford Motor Company should have it's own standards to provide safe vehicles to their customers. What are the standards Ford uses to provide vehicles that will not injure or kill those who drive them?

If Ford and the National Highway Traffic and Safety Administration work together to proactively identify areas of concern about vehicles, would it be "proprietary" to explain and inform me as to what actions they will be taking concerning the Freestar model that Ford manufactured. These vehicle have a serious safety issue, and need to it needs to be addressed.

Furthermore, I would request that you provide me with the details of acquiring a public hearing so that owners of these vehicles may present

testimony to address their safety concerns as well as their monetary losses on these vehicles.

Franklin Delano Roosevelt delivered a message to Congress stating, " The liberty of a democracy is not safe if the people tolerate the growth of private power to a point where it becomes stronger than the democratic state itself. That in its essence is fascism: ownership of the government by an individual, by a group or any controlling private power."

Regards,
Nadine Burroughs

From: [REDACTED]
To: crcfmc@ford.com
Subject : Re: Ford Motor Company
Date: Fri, May 15, 2009 06:43 AM

Dear Christie,

I can assure you that pursuant to both the Freedom of Information Act, 5 U.S.C. § 552, and the Privacy Act, 5 U.S.C. § 552a, I will be seeking access to and copies of all records about the Ford Freestar which are in the possession of NHTSA. Approaching 300 complaints through NHTSA, Ford has the responsibility to address this situation. If Ford really does monitor the performance of their products through dealership and customer feedback, please provide an explanation on the numerous safety concerns revolving around the Freestar which have been reported to Ford as well as to NHTSA.

The Ford Freestar has and continues to be a safety hazard with the engine control module. When these modules become wet, the engine stops performing creating a very dangerous situation for drivers of these vehicles, passengers, and other drivers on the road. The potential for rear end collisions is increased. In my opinion as well as other owners of these vehicles, this produces a seriously safety issue. Ford is quite aware of this situation, but has refused to conduct a recall.

As per Part 573, Defect and Noncompliance Reports of Title 49 of the United States Code, Chapter 301, Motor Vehicle Safety, Ford Motor Company has a requirement for reporting safety-related defects to NHTSA. Ford must also provide quarterly reports on defects notification campaigns; for providing copies of communications with dealers and purchasers concerning defects; and for maintaining owner lists. Ford also has the responsibilities under the 1974 Motor Vehicle and School Bus Safety Amendments for recalling and remedying defective motor vehicles and equipment or motor vehicles and equipment not built in compliance with the law between motor vehicle and equipment manufactures. The application of this law is to reduce deaths and injuries due to rear end collisions between moving traffic and disabled vehicles. I believe that the Ford Motor Company has grossly failed to follow procedure with the Ford Freestar line of vehicles.

I am appalled that Ford has allowed this to continue because this vehicle transports mostly women and children. Because of Fords lack of responsibility in this matter, I have suffered great monetary damages due to repair costs and emotional stress fearing a rear end collision due to the fact that the vehicle is in the roadway unable to move. Depending on the roadway, there is no escape because a road shoulder is not provided. For most to the month of April, I did not have the vehicle due to it being in a state of dysfunction at dealership.

Since, I will no longer drive this vehicle because of the potential of the dangers it presents, I am in the process of acquiring a new or used vehicle. It will not be a Ford! This other vehicle may also be applied with signage to ask me why you should not drive or own a Ford vehicle.

Regards,
Nadine Burroughs

From: crcfmc@ford.com |  [Save to Address Book](#) | [Block Sender](#)

To: [REDACTED]

Subject: Ford Motor Company

Date: Mon, May 18, 2009 08:55 AM

Dear Valued Customer,

Thank you for contacting the Ford Motor Company Customer Relationship Center regarding a Technical Service Bulletin.

Please be advised that the information in Technical Service Bulletins (TSBs) is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service.

These bulletins differ from recalls in that they are not considered safety or emissions issues and they usually apply only when your vehicle is in its warranty period (whereas a recall is "open" until the work has been performed). The bulletin is for informational purposes only. It is issued to an auto dealer by the manufacturer detailing a fix for a known concern, list of the parts needed and the labor charge. The dealer is under no obligation to make the repair or notify customers. TSB's are intended to assist dealers in ongoing repairs.

Moreover, the best source of information on Technical Service Bulletins (TSB's) affecting your vehicle is your local Ford, Lincoln or Mercury Dealer. Our dealerships have factory trained technicians, comprehensive service information and specialized equipment to resolve your concerns.

To locate a Ford or Lincoln-Mercury dealership, please visit:
www.genuineservice.com.

Currently, there are various special incentives and offers available on Ford Motor Company products. I encourage you to visit us at www.fordvehicles.com. Simply, choose the vehicle you may be interested in, enter your zip code, and all current offers will be displayed for you to review.


Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Sincerely,
Shiela
Customer Relationship Center
Ford Motor Company

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable

From: crcfmc@ford.com |  [Save to Address Book](#) | [Block Sender](#)

To: [REDACTED]

Subject: Ford Motor Company

Date: Tue, May 19, 2009 05:22 PM

Dear Nadine Burroughs,

Feedback such as yours allows us to examine our practices and policies to ensure that we meet or exceed the expectations of our customers in the future.

On behalf of Ford Motor Company as a whole, we regret the circumstances which caused you to write. We hope that we might have the opportunity in the future to restore your confidence in our products and service.

We apologize that we were unable to meet your expectations in this matter. Thank you for contacting Ford.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952.

Sincerely,
Sharlene
Customer Relationship Center
Ford Motor Company

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Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-4MY0ZJ]

From : crcfmc@ford.com |  [Save to Address Book](#) | [Block Sender](#)

To : [REDACTED]

Subject : Ford Motor Company

Date : Thu, May 21, 2009 03:32 PM

Dear Nadine Burroughs,

Thank you for contacting Ford Motor Company in regards to this issue. Our records indicate that a decision has been made and the Customer Relationship Center (CRC) can not overturn this decision. However, to ensure our records are complete we have documented your feedback.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673 between the hours of 8am and 5pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Please provide your reference number - 1444911109 .

Sincerely,
Christie
Customer Relationship Center
Ford Motor Company

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-4N6DMF]

-----Original Message-----

From : [REDACTED]
Sent: 5/20/2009 12:58:34 AM
To : crcfmc@ford.com
Subject: Re: Ford Motor Company

Dear Ford Motor Company,

I am glad that you appreciate my feedback, but I demand to know how you plan to compensate me for the loss of value and expensive because of this vehicle.

Ford can keep their regret and apology, and offer a settlement regarding this vehicle. I have one thousand (\$1,000.00) dollars in repair bills, and a loss of value of four thousand (\$4,000.00) in vehicle value. This figure does not include the emotional stress and hardship which my family has experienced from this situation.

I await your reply.
Nadine Burroughs

From: crcfmc@ford.com |

To: [REDACTED]

Subject: Ford Motor Company

Date: Wed, May 27, 2009 04:34 PM

Dear Nadine Burroughs,

The dealership has made an assessment based upon Ford warranty and policy. They are in the best position to determine the amount of assistance that will be provided. In this case, the dealer offered some assistance and we encourage you to speak with the Service Manager/Customer Relations Manager in regards to their decision in this matter.

Sometimes e-mail communication does not allow us to gain additional information that may be helpful in responding to your inquiry. Should you feel that we have not adequately addressed your questions, please feel free to contact us via telephone at (800)392-3673

between the hours of 8 am and 5 pm, local time, Monday through Friday. Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Please provide your 10 digit reference number - 1444911109.

Sincerely,

Marites

Customer Relationship Center

Ford Motor Company

For online support visit us at: www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

Ford Confidentiality:

For security reasons, please do not submit any sensitive personally identifiable information, such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

[THREAD ID:1-4NGXRK]

-----Original Message-----

From: [REDACTED]

Sent: 5/27/2009 01:11:15 AM

To: crcfmc@ford.com

Subject: Fw: Re: Ford Motor Company

I resubmit the following email as I have not received your response.

Nadine Burroughs

----- Forwarded Message -----

From: [REDACTED]

To: crcfmc@ford.com

Subject: Re: Ford Motor Company

Date: Fri, 22 May 2009 03:00:27 GMT

Dear Christy,

Elaborate as to what decision you are referring to as I have not been informed about it.

Nadine Burroughs