

my address
my cell phone #
Fax: *my fax number*
jik@kamens.brookline.ma.us

July 28, 2006

Framingham Ford
Attention: Service Manager
1200 Worcester Road
Framingham, MA 01702
(800) 626-3673
Fax: (508) 879-8698

To whom it may concern:

This letter is urgent and must be dealt with today, immediately.

I had my 2004 Freestar serviced by a local service station yesterday. When I picked up the tire, they informed me that they had not bothered to rotate the tires because both right tires need to be replaced. One of them has a bubble in the sidewall, and the other has a crack in the sidewall.

The vehicle was purchased new from your dealership in August 2004. All four tires currently on the vehicle are original. I called your service department yesterday to find out about getting the defective tires replaced under warranty, and the service advisor with whom I spoke informed me that I would have to contact the tire's manufacturer. I asked, "Do you mean to tell me that although I purchased this vehicle with these tires from you, I need to go somewhere else to get them fixed under warranty?" and he responded that that was indeed the case.

I would like to quote to you some text from the official Ford Scheduled Maintenance Guide which came with my Freestar:

When your tires need to be replaced, consider visiting your Ford or Lincoln Mercury dealership for name-brand tires and people

who know your vehicle. And if your Ford or Lincoln-Mercury dealership sells the name-brand tire, they can also honor the tire manufacturer's warranty.

The tires that came with my vehicle are from Michelin. I just called your service department again and confirmed that you do, in fact, sell new Michelin tires for Ford vehicles.

The answer your service department gave yesterday when I called is unacceptable. It is also apparently contrary to Ford's corporate policy.

Here's what you're going to do to fix it:

1. You are going to call me *today* at the number given above and confirm that you can and will honor the manufacturer's warranty on my vehicle's defective tires.
2. You are going to do a prorated replacement of one of the defective tires, based on a reasonable original price rather than the inflated prices dealerships usually charge for tires.
3. You are going to replace the second tire at no charge to compensate me for the trouble of having to force you to do what you should have done willingly.
4. You are going to balance the new tires and install them, rotating the other tires as appropriate, at no charge.
5. In addition to the tires, there are two other problems with my vehicle that you are going to address under warranty. The wiper fluid sprayer on the rear window dribbles fluid down the window rather than actually spraying it; and the rear wiper arm tension isn't strong enough, so the wiper blade doesn't make full contact with the window.
6. You are going to do all of this work *today*, finishing it before 5:00PM, so that I can be home on time and my vehicle will be ready for my family to use this weekend for a trip to the Cape without us having to worry about one of our defective tires blowing out on the highway.

The conditions I've outlined above are what you're going to do to prevent me from sending a complaint about this incident to Ford's corporate headquarters.

Furthermore, at some point a few months from now, I'm going to call your service department anonymously and ask if they can do a warranty replacement of a defective OEM tire on a Ford vehicle purchased from your dealership. If they again say no, I *will* then send a complaint letter to Ford's corporate headquarters. I don't want you to fix this just for me; I want you to fix it for everyone, so that you don't treat other customers in the future the way you've treated me.

When I bought my vehicle, I paid thousands of dollars more than I would have if I'd been just a little more clueful about the negotiations. Even if I'd paid thousands less, you still would have made a profit. After doing everything that I've asked for above, you will still be thousands of dollars ahead on my vehicle; given that, don't you think you should do what I've asked rather than angering and alienating me further and driving me to complain to Ford's corporate headquarters?

Sincerely,

Jonathan I. Kamens