

## **“Lessons Learned”**

*Ford Motor Company Employee’s Personal/Family Members Vehicles*

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*June 10, 2010*

**Can I walk thru the plant to watch my truck being built?** Unfortunately No! Unless you request permission from the Plant Manager. Due to safety concern and insurance liability all tours have been indefinitely discontinued.

**Dealership will not fix my car that is still under warranty...**Dealership have to diagnosis the problem before a vehicle can be fixed. If the dealership cannot recreate or determine the root cause of your cars problem they cannot fix it. Regrettably, sometime the intermittent problem has to get worse so the symptom can be fixed.

**Don’t loose your Cool!** These dealerships have the MONETARY control to help their loyal customers. YES, it frustrating knowing you have to come out of pocket to pay for repairs to your car. BUT, please remember these are also the people that can also give you a discount out of their pocket. **BE RESPECTFUL & STAY COOL!** If you have an issue and would like help, THAT’S MY JOB, CALL ME 429-2773! Remember you get more results with sugar than with salt ☺

**AGE does matter** .... As much as I would love to help those with cars over the age of 5 years or older...there is not much I can do for you monetary or warranty. I have little or sometime NO resources for normal wear and tear to your car.

**Before you drive off the lot** ..... PLEASE inspect your new car for any paint defects, dent and dings, look in the engine and interior parts of your car. Buying a new car is exciting, but after a couple of days the excitement wares off and you might notice defects that sometimes is hard to prove if they came from manufacturing plant or from the buyer. **BE METICULOUS** before driving off the lot!

**Oil Changes...**Cannot express it enough.. if your car is still under warranty have your vehicles oil changes done at your local Ford Motor Company Dealership. This will give you leverage to getting a discount during and after your warranty has expired.

*Please understand your car may experience mechanical problems and you will have a defect...hopefully you will not (knock on wood) but if you do...STAY COOL and work with dealership who wants to help and keep your business.*