

“Lessons Learned”

Ford Motor Company Employee’s Personal/Family Members Vehicles Libby Eldridge, UAW Quality Representative/Vehicle Concern Liaison

“Lessons Learned” are unfortunate events employees or family members have encountered with their personal vehicles. I hope you find this information helpful to prevent this from happening to you or your loved ones...

1) Warranty Expiration date - On December 30, 2009 an employee’s family member needed an EGR cooler replaced on their 2005 truck. The truck could not be serviced till January 4, 2010. They took the truck in January 4, 2010; service was completed on January 5, 2010. Their warranty had expired January 3, 2010. The dealership did not open a work order till January 4, 2010; the truck could not be covered under warranty. **PLEASE ASK FOR YOUR WARRANTY EXPIRATION DATE, DO NOT RELY ON THE DEALERSHIP TO INFORM YOU!!!**

2) Oil change – An Employee owned a 2007 Escape, with 28,700 miles. Engine blew up. The employee assumed Ford Motor Company would replace engine since the Escape was still under warranty. They had no proof of having scheduled maintenance performed on their Escape, claims maintenance was performed from their home. Engineers found sludge in oil and engine, showing Escape was not properly serviced. Changing oil @ home, 10 minute oil change services or Mom/Pop mechanical shops do not use same parts as Ford Motor Company Dealerships. **WHILE YOUR FORD VEHICLE IS STILL UNDER WARRANTY PLEASE TAKE IT TO A FORD MOTOR COMPANY DEALERSHIP FOR SCHEDULED MAINTENANCE.**

3) Off Brand Parts - If parts are installed by another party other than Ford Motor Company Dealership and causes damage to your warranted car, Ford Motor Company is not be liable to repair damages, even if it’s still under warranty.

4) 3 Day Grace – There’s a misconception that a buyer can return a new purchased car to the dealership after 3 days of sale. **NOT TRUE!** Neither in Kentucky nor Indiana! You can only return or deny service after 3 days if a sales person comes to your home and sells you their service or merchandise. Once vehicle is purchased at the dealership it yours. Some dealerships are courteous enough to let you keep a car overnight if you interested in purchasing a specific vehicle. But, if you are indecisive, walk away save yourself from buyer’s remorse.

5) Reimbursement – Ford Motor Company has indefinitely eliminated all **AFTER WARRANTY REIMBURESMENT** as of October 2008. Any monetary help or discount would have to come from dealerships. Majority of the dealership’s are graceful to their loyal (maintenance kept at dealership) customer or if there’s a recall on vehicle. If you have questions call me (502) 429-2773, but the last resort is Ford Customer Assistance Center 1-800-392-3673.

6) Insurance purchased @ Dealership (if you become ill, laid off, etc.) - **PLEASE LOOK AT THE LENGTH OF TIME INSURANCE WILL COVER YOUR VEHICLE.** An employee purchased insurance for there vehicle; unfortunately they had to go on medical layoff. The insurance only covered 60 months; the car loan was for 72 months. Also, be mind full of types insurance and all it entails about illness it will cover and lay-off guidelines. **ASK QUESTIONS!!!!**

PLEASE read your contract, insurance coverage, and maintenance service manual for your vehicle, **THOUROUGHLY**. While under warranty take it to a Ford Motor Company dealership.

**Buying a new car is very exciting and a BIG financial decision.
Don’t let it be a dreadful expensive experience.**