

From: Eldridge, Libby (L.J.)
Sent: Tuesday, February 23, 2010 9:02 AM
Subject: Lesson's Learned for February 2010

***CONGRATULATIONS TO KTP FOR WINNING "NINE" 2009
North America President's Quality Awards***

Best Facility Award - KTP Best Assembly Plant

Most Improved GQRS (Global Quality Research System) TGW *(Things Gone Wrong)*

Navigator

Highest GQRS Customer Satisfaction Vehicle

GQRS TGW Segement Leading Vehicle (SUV/Commercial)

GQRS Customer Satisfaction Segement Leading Vehicle (SUV/Commercial)

Super Duty

Most Improved 3-MIS (Month In Service) R/1000

Most Improved 3-MIS CPU (Cost Per Unit)

Consumer Reports Recommended Buy Ford Expedition

Comsumer Reports Recommended Buy Lincoln Navigator

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A Good Name is to be more desired than great riches...Proverbs 22:1

Lessons Learned

By Libby Eldridge

UAW Quality Representative/Vehicle Concern Liaison

February 23, 2010

Lemon Law – An employee stated fumes smells were coming into the cab of their truck. The truck was taken once to the dealership for fumes smell in the 2 years of ownership. They wanted to file a Lemon Law: In **KENTUCKY**, *It shall be presumed that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranty if, within the first 12,000 miles of operation or during the period of 12 months following the date. It has to be the same nonconformity, defect or condition that has been repaired “4” times or more.* Regrettably, the employee did not have any warranty claims for fumes smell within the 12,000 miles, 12 month period or 4 times or more in a dealership for the same defect. A helpful website for Lemon Laws in all 50 states is www.carlemon.com.

Rental Car – As of October 2008 Ford Motor Company has indefinitely suspended any monetary assistance and after warranty claims (unless under warranty or recall), this includes car rental privileges. If your car is in the shop for a length of time it's the discretion of the dealership to rent/lend customers a car, for they will be the one's covering the cost.

AXZ Plan – Had a retiree called for an X-Plan pin number for a friend. The dealer realized his friend got an A-Plan pin instead of an X-Plan. Retiree called AXZ plan 1-800 number spoke with an operator who claimed they would correct the mistake. A year later retiree calls for A-Plan pin # for their son. They learned their privileges are suspended for 5 years after audit accused them of fraud. CHECK BACK WITH AXZ PLAN OPERATOR TO VERIFY TASK WAS COMPLETED AND OFF YOUR RECORD & ASK FOR DOCUMENTATION. AXZ Plan eligibility number is 1-800-348-7709 or visit www.axz.ford.com.

Repair Done at Dealership – Customer's check engine light came on after a new transmission was installed at a Ford Dealership. Since they were out of state another Ford Dealership determined their sensor was damaged when the new transmission was installed by first Ford Dealership. The customer had to pay over \$200 for the sensor replacement. Customer wanted the first Ford dealership who installed their transmission to reimburse them; the dealership requested to see the part to verify that damaged was caused by transmission install. ASK DEALERSHIP FOR DAMAGED PART!

Truck Packages – A customer purchased a F250 Super Duty to haul heavy material in the bed of the truck. After loading the heavy material, the truck visually looked like the bed was sitting on the rear end tires, which it was not. The rear axle leaf springs will compress but it is not detrimental to the truck. They were not happy with the way the truck visually looked once the bed was loaded. There are 3 main packages you can purchase for a F250 Super Duty which can affect the way the truck sets when unloaded as well as loaded: 1) Camper Package 2) Snow Package 3) Camper/Snow Package combination. The camper package as well as the camper/snow plow package includes auxiliary springs that will reduce the compression on the rear end of the Super Duty when loaded. This package will keep the truck's bed more horizontal when loaded (visually more appealing). PLEASE EDUCATE YOUR SELF BEFORE PURCHASING YOUR NEXT VEHICLE, DEALERS DO NOT KNOW WHAT APPLICATION YOU'RE GOING TO USE YOUR VEHICLE FOR, INFORM THEM!

KTP Engineers have a wealth of knowledge about our vehicles, a great resource for you before purchasing your next vehicle. If you're not sure who to contact call me (502) 429-2773.