

24, 1968

Dear Mr. McLaughlin:

I will begin my letter as of March, 1967 when I attempted to purchase a 1967 Ford Country Sedan with a stick shift and overdrive. I was informed by 3 dealerships that this type of automobile was impossible to obtain. Not accepting "No!" for an answer, I got in touch with your customer relations man in the Los Angeles offices. He informed me that it could be arranged and after paying a little over \$100.00 above the original price bid, I took delivery of my new Ford Wagon in May 1967 from Freeway Motors on Atlantic Blvd. in East Los Angeles which has resulted in one of the biggest mistakes I have made. I believe the automobile is sound and as fine a Ford as any I have owned, speaking as a satisfied Ford owner of over 10 years standing; however, the workmanship that this automobile is receiving is undoubtedly the poorest.

I have taken this automobile in at least 3 times in order to get the overdrive to function. Also as many if not more trips to get the electric tailgate glass to operate. As of the present time, I am having clutch problems and transmission problems. All this started at least 6 months ago. When I first brought it to their attention, they informed me the clutch needed greasing. This was in addition to a grease job performed not 2 weeks prior. The second time it was returned to their establishment, you could not shift the automobile into low or reverse gears. The Service Manager told me over the phone that he had put in a new clutch for which they were going to charge me \$60.00. When I insisted to see the old parts, I was informed it was a throw-out bearing for which I was charged \$9.80. When asked for a parts list, I was informed it was none of my affair and that Ford Motor Company was picking up the tab on this. After loosing my temper and insisting that I receive such a list I obtained one. This was the 10th of September. Now on the 26th, I am informed that I have to pay a towing charge to have the automobile removed from my premises because as of yesterday, it is no longer in working condition. You can not shift it at all now.

I have been communicating with a Mr. Bastien in your Pico-Rivera Assembly Plant and so far have not accomplished a thing. He says he has no jurisdiction concerning the Ford Agency.

As a customer, I feel that I am being taken as well as the Ford Motor Company due to faulty workmanship and lack of co-operation. The Ford Motor Company is paying for parts and I am paying for labor which could all be avoided with proper mechanics and proper authorization at this end of the line.

Hoping to receive a reply from you immediately with a name or names of personnel that has the customers welfare as well as the Ford Motor Company at heart -- instead of just sitting and listening to phone calls and washing their hands of the whole affair.

Hoping for the time I can enjoy and be confident in a Ford automobile again, I remain,

Johnny K. Williams  
5414 S. Mesagrove Ave.  
Whittier, Cal., 90601

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71B 6 70 21B 710756 4 2



24, 1968

Mr. M. S. McLaughlin  
Asst. Gen. Mgr. - Ford Div.  
Ford Motor Company  
P.O. Box 717  
Dearborn, Mich.

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Whittier, Cal., 90601

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10/9/68 11:15 AM  
MR. KEN GROOT-SERVICE MGR.



FREEMAN MOTORS CALLED  
ASKING WHAT DIFFICULTY WE  
WERE HAVING WITH OUR FORD  
HE WAS INFORMED THE CAR  
HAD BEEN TAKEN CARE OF &  
THAT CAR'S WARRANTY HAD BEEN  
TRANSFERRED TO DORE FORD -  
WHITTIER.

Ford Division  
Ford Motor Company  
P.O. Box 658  
Dearborn, Michigan 48121

October 7, 1968

THIS LETTER WAS RECEIVED IN  
THE AFTERNOON MAIL 2:00 P.M.

Mr. Johnny K. Williams  
5414 South Mesagrove Avenue  
Whittier, California 90601

Dear Mr. Williams:

Thank you for taking time to write to Mr. M. S. McLaughlin  
about the problem you have experienced with your 1967 Ford.  
We are sorry you found it necessary to write for assistance.

To assure that your problem is given proper attention, we  
have forwarded your file to our Los Angeles Office which  
has responsibility and authority for such matters in your  
area. They will advise your dealer that you have requested  
assistance and ask the dealer to contact you. If he has  
been unable to contact you within a reasonable length of time,  
please call him. As a businessman in your community, he shares  
our concern with your satisfaction and may be personally unaware  
of your situation.

Thank you again for writing us.

Sincerely,

R. J. Northway  
Customer Relations

RJN:fw