

VEHICLE DETAILS: FORD FOCUS 120 ECOBLUE
REG NO:
DEALERSHIP:

Dear Sir:

I recently purchased the above-mentioned vehicle from your ++++branch, and subsequently took it into your ++++ branch to have a few minor problems sorted out under warranty.

This was on 9th November 2021.

I am very disappointed with the service I received from +++, who were unable, and in one case unwilling, to rectify the problems. I subsequently fixed one issue myself, another I have now escalated to Ford customer services.

Given the responses to two of the issues (the ISOFIX and DAB radio problems) I don't feel I can trust the responses I received regarding the other issues either.

I have attached a copy of the sheet I gave to your ++++ branch detailing the problems, and have added a summary of the responses.

In addition a few days after taking the car back, I was doing the usual underbonnet checks and found that the red cover for the battery positive terminal was missing. I called the branch to ask about this and was told that someone would call me back. This was on 12th November.

A few weeks later having received no response I called again (on 15th December) and was again told that someone would call me back.

I have yet to receive any response to the second call.

As you can appreciate, overall I now have no confidence that your organisation can be entrusted with my vehicle for any purpose, given the responses I got from my original warranty queries and the fact that a part has gone missing from my car.

Your comments would be appreciated.

Yours Faithfully

R. MURPHY