

BLACKTOWN Advocate

WEDNESDAY, NOVEMBER 3, 2010

blacktownadvocate.com.au

PHONE 9671 6777 80c incl. GST

Massive blue



Picture: PHIL ROGERS

BRYN KAY

IN a classic example of David versus Goliath, one woman is taking on motoring giant Ford in what is shaping up as the war on paint. LaJor Park resident, Denise Scarsbrook (pictured), bought her new Ford Falcon XR8 Magnet ute just over five years ago.

But just over 18 months ago she was stunned to see the 'Shockwave Blue' paint peeling off the back of the car's tailgate.

After Ford declined to fix the fault on her car earlier this year, Miss Scarsbrook decided to take matters into her own hands by giving her car a crafty paint job of her own doing.

Miss Scarsbrook, who has ensured her car is anything but just

“It was hard for me to paint on the car but I thought, I'm not going to take it down. I like my Ford but I want everyone to know (about the fault) . . . this is a known fault”

Denise Scarsbrook

another vehicle on the roads, vented her frustration by painting the words 'Ford won't fix their faulty paint work. A known issue with this colour' on the back of her car.

The unorthodox protest has gone viral on internet forums and resulted in amused motorists keeping their horns when Ms

Scarsbrook travels along the motorway.

“It was hard for me to paint on the car but I thought, I'm not going to take it down.

“I like my Ford but I want everyone to know (about the fault) . . . this is a known fault.” Miss Scarsbrook said. “If they don't fix it I'm going to park outside a Ford



dealership until they do.”

In June last year, CarsGuide - a weekly section in the Advocate - queried former Ford Australia president and chief executive Marin Burela over widespread customer complaints regarding the Shockwave Blue paint peeling off easily.

Ms Scarsbrook told CarsGuide: “We

are working with the supplier of our Shockwave paint and have repainted those vehicles that have experienced an issue with no cost for the repair to the customer.”

But Miss Scarsbrook, who claims to look after her car as best she can, was still given a written refusal by Ford.

When the Advocate intervened in support of Miss Scarsbrook, a Ford spokeswoman said there had been a misunderstanding with Miss Scarsbrook's request and she would get her car repainted at no charge.

Have you had a similar experience with a major motor company? Tell us at blacktownadvocate.com.au

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BLACKTOWN Advocate

BIG BLUE: Motorist takes on Ford over paint job

LOCAL NEWS 1 NOV 10 @ 04:37PM BY BRYN KAY

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Denise Scarsbrook bought her new Ford Falcon XR8 Magnet ute just over five years ago. She is now fighting the Ford Motor Company over the paint finish. Picture: ISABELLA LETTINI

IN a classic example of David versus Goliath, one woman is taking on motoring giant Ford in what is shaping up as the war on paint. Lalor Park resident, Denise Scarsbrook (pictured), bought her new Ford Falcon XR8 Magnet ute just over five years ago.

But just over 18 months ago she was stunned to see the 'Shockwave Blue' paint peeling off the back of the car's tailgate.

After Ford declined to fix the fault on her car earlier this year, Miss Scarsbrook decided to take matters into her own hands by giving her car a crafty paint job of her own doing.

Miss Scarsbrook, who has ensured her car is anything but just another vehicle on the roads, vented her frustration by painting the words 'Ford won't fix their faulty paint work. A known issue with this colour' on the back of her car.

The unorthodox protest has gone viral on internet forums and resulted in amused motorists beeping their horns when Ms Scarsbrook travels along the motorway.

"It was hard for me to paint on the car but I thought, I'm not going to take it down.

"I like my Ford but I want everyone to know (about the fault) ... this is a known fault," Miss Scarsbrook said. "If they don't fix it I'm going to park outside a Ford dealership until they do."

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