

Ford Customer Service Division - Detroit Region
 1555 Fairlane Drive, Suite 200, Allen Park, MI 48101
 EMAIL@FORD.COM
 Fax Machine: (313) 323-9150

REGIONAL MANAGER		Desk Phone	Cell Phone	EMAIL
Regional Manager	Mike Kross	313-621-6163	313-587-0102	MKROSS
PARTS & SERVICE OPERATIONS		Desk Phone	Cell Phone	EMAIL
Parts and Service Operations Manager	Robert Boss	313-621-7996	313-587-0060	RBOSS
Regional Accessory Sales Manager	Roger Vogt		517-320-2201	RVOGT9
BUSINESS DEVELOPMENT		Desk Phone	Cell Phone	EMAIL
Business Development Specialist (Detroit))	Joe Marini		313-587-0093	JMARINI1
Area ESP Sales Manager	Evan Hubenka		513-617-4064	EHUBENKA
Regional Sales Support Manager - FMCC	Dan Duffin		313-574-4358	DDUFFIN
REGIONAL ANALYST		Desk Phone	Cell Phone	EMAIL
Regional Analyst/Coordinator	Kristy Mahalak	313-323-7001		KMAHALA1
DEALER WHOLESALE		Desk Phone	Cell Phone	EMAIL
Wholesale Zone Manager (W02)	Tim Rutowski		313-333-9498	TRUTOWSK
AFTERMARKET SALES		Desk Phone	Cell Phone	EMAIL
Aftermarket Zone Manager (Y02)	Brad Bellamy		313-598-2367	BBELLAM2
Aftermarket Zone Manager (Y05)	Tim Son Hing		614-638-6570	TSONHIN1
Motorcraft Merchandising Specialist	Neil Black		248-752-4481	NBLACK13
SALES & MARKETING		Desk Phone	Cell Phone	EMAIL
Blue Diamond Specialist	Jim Long		205-999-9447	jim.long@nex21.com
REGIONAL ESCALATION SPECIALIST		Desk Phone	Cell Phone	EMAIL
Regional Escalation Specialist	Felicia Miles	313-845-8503		FMILES
FLEET SALES		Desk Phone	Cell Phone	EMAIL
Fleet Zone Manager	Tom Ozbolt		440-796-5249	TOZBOLT
QUICK LANE		Desk Phone	Cell Phone	EMAIL
Quick Lane Specialist	Roy Fisher		586-242-9984	RFISHE53
TECHNICAL SUPPORT OPERATIONS		Desk Phone	Cell Phone	EMAIL
Technical Support Operations Manager	Stacy Balzer	313-248-8054	313-575-9038	SBALZER1
Technical Operations Coordinator (Detroit/Pittsburgh)	Chris Webber	313-845-5933	313-461-8950	CWEBBER2
Field Service Engineer	Kevin Black		313-598-4994	KBLACK4
Field Service Engineer	Ian Griffin		313-598-7621	IGRIFFI7
Field Service Engineer	Scott Murray		313-598-4698	SMURRAY8
Field Service Engineer	Tom Scheuer		313-575-1291	TSCHEUE1
Field Service Engineer	Brett Castleberry		313-587-0154	BCASTLEB
Service Training Instructor (Detroit/Grand Rapids)	Mike Christman	313-845-0742		MCHRIST3
Service Training Instructor (Detroit/Grand Rapids)	Mike Lapko	313-206-9145		MLAPKO
ZONE MANAGERS			Cell Phone	EMAIL
Zone Manager A01	Mark Tyl		313-587-0092	MTYL
Zone Manager A02	Barry Parker		313-587-0248	BPARKER3
Zone Manager A03	Brian Brewer		313-598-3152	BBREWER1
Zone Manager A04	Nancy Jay		313-587-0084	NJAY2
Zone Manager A05	Adam Tidwell		313-575-1752	ATIDWELL4
Zone Manager A06	Lennie Turner		313-598-9443	LTURN35
Zone Manager A07	Jonathan Hainen		313-575-6243	JHAINEN1
CUSTOMER ASSISTANCE CENTER 1-800-392-FORD (3673)				