

THE AMAZON KINDLE READER APP IS A PROVEN TROJAN HORSE

EMAIL I SENT TO AMAZON CEO, AFTER PREVIOUS FUTILE ATTEMPTS BY EMAILS,
TO AMAZON CUSTOMER SERVICE, TO FIX MISSING KINDLE BOOKS:

4/3/2017 12:46 AM

DEAN KIBBE

To jeff@amazon.com

CEO

On March 28, 2017 I tracked down an old email received by me from Amazon to the instant email address of plutoflash@comcast.net to confirm that I have an Amazon account of many years from this email address. I then sent a reply email from that received email, so that Amazon could verify I have made many purchases from Amazon, including many Kindle for PC books. Here is the response I have received. Your answer, or lack thereof, might become a matter of public record.

AMAZON REPLIES:

3/28/2017 10:36 PM

On May 12, 2014 at 2:07 PM Amazon.com Customer Service wrote:

I have a long time address of plutoflash@comcast.net where this email was received. My kindle for pc no longer works. When I try to access my Amazon account it says no account with this email exists. Has Amazon or my account been hacked or otherwise corrupted? Should I go with Nook, and recommend to my website viewers to do the same? Dean R. Kibbe plutoflash@comcast.net

Your Account Amazon.com
Message From Customer Service
Hello Dean,

Looking at your order, I see that it was placed with 800-867-4611 , a seller on our

website. I've sent your inquiry regarding your order # 111-4187164-1308234 Fender 60th Anniversary American Vintage 1954 Stratocaster Electric Guitar 2-Color Sunburst Maple Fingerboard for item to the seller on your behalf. You'll receive a copy of this e-mail shortly.

Here is their phone number:
800-867-4611

You can also view any e-mails sent to sellers in Your Account here:

target="_blank"><https://www.amazon.com/gp/communication-manager/outbox.html>

Please give sellers two business days to respond. In most cases, you'll receive a reply much sooner. All seller orders are covered by our A-to-z Guarantee. If they aren't able to help, please click on the link below to learn more about the A-to-z Guarantee.

target="_blank"><http://www.amazon.com/help/a-to-z-guarantee>

I hope this helps. We look forward to seeing you again soon.

Best regards,
Rachel R.

3/28/2017 11:22 PM

Your Account Amazon.com
Message From Customer Service
Hello,

I understand your concern about the item you purchased from a seller on our website.

How I'd really love to help you right away about your concern however, the e-mail address you contacted us with isn't associated with an Amazon account. We only provide information and make changes when the request comes from the e-mail address associated with the account.

If you know the e-mail address your account is under, write from that e-mail address. If you're not sure what e-mail address your account is under, please

contact us:

target="_blank"><https://www.amazon.com/gp/help/customer/contact-us>

Further, please know that Amazon takes all security-related matters very seriously and your account security is our top priority. We have policies and security measures in place to ensure that your personal information remains secure.

I'm sorry for this extra step however please understand that this will help us more precisely. Rest assured that once I receive your response using the e-mail address associated to your Amazon account as well as to the order number that you are referring too, right away I will take further action and do my best to help you with it.

Thanks for extending your patience and understanding in this matter.

If you still have any query, something that I've missed or if you face any difficulties, please let me know and I'll make sure to prioritize all concerns you're at and I'll do extend my best help to provide specific and right information to assist you as quickly as I can.

I hope this helps. We look forward to seeing you again soon.

We'd appreciate your feedback. Please use the buttons below to vote about your experience today.

Best regards,
Amor M.
Amazon.com

3/29/2017 10:50 AM

Hello,

I am sorry for the inconvenience caused.

I would like to help but I found that the e-mail address you contacted us with isn't associated with an account. We only provide information and make changes when the request comes from the e-mail address associated with the account due to security reasons.

If you know the e-mail address your account is under, write from that e-mail address. If you're not sure what e-mail address your account is under, please contact us:

<https://www.amazon.com/gp/help/customer/contact-us>

I'm so sorry, but we can't offer any additional insight or action on this matter.

We appreciate your business and hope to see you again soon.

Best regards,
Vinay S.

Thank you.
Amazon.com

----- Original Message: -----

TO WHOM IT MAY CONCERN:

If my account with Amazon does not have an email account associated with this email address, how else would you have sent me an email? I have a lot of email addresses, including for my own websites. There might have been a change of associated email to dean@deanrichardkibbe.com when I opened that email address and transferred a lot of my own old accounts to that email address from my Comcast email address. But, I did a search for Amazon emails regarding purchases on my Comcast account; and, I found that old email. I haven't made any Amazon purchases for a while. But, I had PC for Kindle on one of my older computers; and, when I tried to use it, it would not work. If you can not find my account by my name, (Dean R. Kibbe), when I used Visa to purchase Kindle books, I think it would be a great risk for anyone to buy Kindle products of any kind. Dean R. Kibbe, plutoflash@comcast.net and dean@deanrichardkibbe.com

After being directed to:

<https://www.amazon.com/gp/help/customer/contact-us>

I found myself in an endless loop of customer disrespect. I would like to think that after I have purchased Kindle for PC ebooks and downloaded them successfully, they would be there forever, unless I delete them myself. What does Amazon have to say on this matter?

Dean R. Kibbe

plutoflash@comcast.net
dean@deanrichardkibbe.com
vision@deanrichardkibbe.net

AMAZON'S REPLY TO MY EMAIL SENT TO AMAZON CEO:

A Message from Amazon.com Executive Customer Relations

4/4/2017 7:41 PM



Your Account [Amazon.com](#)

Message From Executive Customer Relations

Hello Dean,

My name is Toni Taylor of Amazon.com's Executive Customer Relations. Jeff Bezos received your email, and I'm responding on his behalf.

I'm very sorry to hear about the trouble with your account and not being able to use your Kindle for PC account. Using the order referenced in the email you forwarded, I was able to locate your account information and can verify that when the account was created, the email address associated with it was plutoflash@comcast.net. However, on March 27, 2015, the email was updated to what the address is currently.

I looked at your original email sent to us and see several email addresses included below your signature. I can confirm it's one of those addresses. In case it's needed, I've sent a password reset email to the email account now associated with Amazon. If it's not needed, you can disregard and your password will remain the same. Once you're logged into the correct account, you'll be able to access all the content you've purchased.

I hope this information helps. Thanks so much Dean! Take care.

We'd appreciate your feedback. Please use the links below to tell us about your experience today.

Best regards,

Toni Taylor
Executive Customer Relations

MY REPLY TO THE ABOVE AMAZON REPLY:

4/5/2017 4:45 PM

I was able to reset my password and login from dean@deanrichardkibbe.com where I received another email from amazon. I downloaded the Kindle for Mac app on one of my MacBook Pros and was able to download my books onto that app. It does not have the useful navigation functions that Kindle for PC used to have the last time I used it, like zooming in like you would for Acrobat Reader, etc. I downloaded the Kindle for PC app on one of my PCs, an Acer laptop running Windows 10; but, it will not open. It says on the Amazon site that Kindle for PC is supposed to be compatible with Windows 10. However, it does not seem to be so in actual practice when I try it. I prefer to use my PC for Kindle, and use my Macs for other things, like audio recording/editing. Does the Kindle have as many glitches as are reported in forums? Dean R. Kibbe
dean@deanrichardkibbe.com and plutoflash@comcast.net

AMAZON'S REPLIES TO MY PREVIOUS EMAIL:

4/6/2017 6:35 PM

Amazon.com

Hello Dean,

I'm Nicole Laurent of Amazon's Tech Support Executive Customer Relations. Jeff

Bezos received your email and I'm responding on his behalf.

First of all, I'd like to thank you for the feedback about how the navigation functions work on the Kindle app for Mac. I've forwarded your feedback along to the team involved in the future development of the Kindle application.

On the other hand, I'm sorry to hear that you're having trouble launching Kindle for PC. To resolve this issue, please reinstall the Kindle for PC app by following the instructions below:

1. Uninstall the Kindle for PC app.
2. Once uninstalled, open the Start Menu on your PC and use the Search function to search for " C:/Users/%username%/AppData/Local/Amazon/Kindle " (without quotes).
3. Delete everything inside this Kindle folder.
4. Open the Start Menu on your PC and use the Search function to search for " C:/Users/%username%/Documents/My Kindle Content " (without quotes).
5. Move all content from this My Kindle Content folder to your Desktop or another location temporarily.
6. Install the latest version of Kindle for PC by visiting <http://www.amazon.com/kindleforpc>
7. If the app runs as expected, copy your content files back into the My Kindle Content directory at " C:/Users/%username%/Documents/My Kindle Content " (without quotes).

If the problem persists, please feel free to reply directly to this e-mail and I'll be more than happy to further assist you.

Again, we appreciate your time in writing to us, and I hope you have a great day.

Regards,

Nicole Laurent
Tech Support Executive Customer Relations
Amazon.com
<http://www.amazon.com>

4/6/2017 6:41 PM

[Amazon.com](http://www.amazon.com)

Hello Dean,

I'm Nicole Laurent of Amazon's Tech Support Executive Customer Relations. Jeff Bezos received your email and I'm responding on his behalf.

Your e-mail was sent from an e-mail address which is different from the one we have on file for you. I've sent a reply to your message to the e-mail address we have on file for your account. To protect your privacy, and for tracking purposes, we can only send account information to the e-mail address associated with your account.

Thank you for your email.

Regards,

Nicole Laurent
Tech Support Executive Customer Relations
Amazon.com
<http://www.amazon.com>

MY REPLY TO AMAZON'S PREVIOUS EMAILS:

4/9/2017 5:46 AM

Nicole:

I still have Kindle installed on one of my MACS. It worked fine the last time I used it. I originally had Kindle for PC installed on an HP laptop; and, it usually worked OK when I first got it. I uninstalled and reinstalled Kindle for PC on that computer recently, but had no luck in getting it to work. Now I seem to have a problem with getting that HP computer to even go online. I have decided that computer should not go anywhere near the internet again; but, instead, I have relegated it to just using it for Photoshop CS6.

I no longer buy Adobe products since they became arrogant enough to think they could strap everyone into the Borg Cube, by forcing you to subscribe to "the cloud" and paying a monthly extortion fee to keep your software from becoming non-functional. But, I have the entire Creative Suite on one of my Macs, and, on the above mentioned PC. So, I don't have to buy new versions of anything from

Adobe anymore; and, I would switch to Gimp, which is open source and free, if my Photoshop ever stops working. I would have most likely bought new versions of software from Adobe if I knew they were actually mine forever to own. But, the idea, that a company like Adobe would be foolish and over-confident enough to think that, because their product is rated as great, they can disregard/disrespect consumers in that manner and continue to be at the top of the game, is about as secure as the highly esteemed Packard motor car.

The HP laptop mentioned above wouldn't work, (even though the Kindle program had been allegedly uninstalled, according to the computer, and no Amazon files/folders were remaining), after I reinstalled the Kindle app. It wouldn't even open.

I have one PC laptop, (an Acer which I tried previously to get to work with Kindle but failed), that I decided I would use with Kindle if I could ever get it to work. I made sure Kindle was uninstalled; and, there were no Kindle for PC files because it never opened and/or downloaded any books. I went to Amazon to download the Kindle app. Since it is supposed to be free, and it is offered for free download on many sites, I presumed I could just click on the little box that says download for PC, like I did to download the app for my Mac. But, when I clicked on the box nothing happened. It did that previously; so, I downloaded the Kindle app from other websites, none of which would open after supposedly being successfully installed. This time, with the Kindle app uninstalled, and no Amazon files/folder listed under "My Kindle Content", I went back on the Kindle site.

It occurred to me, a highly intelligent person, that maybe, (even though it was supposed to be a "free" download), a person with many hundreds more dollars than I have, because they made it their goal to make a lot of money to win the monopoly game of business, might expect me to purchase the "free" software by going through the checkout in the same manner as if I was making a purchase for something that needed to be obtained with theoretical numbers representing imaginary green pieces of paper that will soon be extinct. So, I tried going through the "checkout", as if I was making a purchase instead of downloading "free" software. Sure enough, the Packard started up after a few turns of the crank. Now, if the act of having to go through the "checkout" to get something that is supposed to be "free", didn't seem like a reasonable enough method for me to figure out right away, instead of as a last ditch effort, how much of a chance would a typical mentally challenged person have of figuring out how to get the "free" download? If people had to solve a Rubik's cube before they could even enter a public library, or a Barnes and Nobles "brick and mortar" bookstore, the librarian wouldn't have to worry about telling anyone to be quieter.

After getting the Kindle app to open, I started downloading my purchased books. I had a few of them checked as having been downloaded into what is supposed to be my library, after right-clicking and selecting the download option. Then I got a pop up. one of the most hated things on a computer, that said I have exceeded the limit on the number of devices that can read this item. Since I

only previously used Kindle on one PC, I had not the faintest idea that there is supposed to be a limit on the number of devices that can read my Kindle books. Are you serious? I think after a person gets more that two or three hundred million dollars in their theoretical number folders they lose complete contact with reality outside of their circle of yes persons who tell them whatever they think the person with more theoretical numbers wants to hear.

I have PTSD so severe I can not leave my home. But, I have recently had an aid, who does my shopping from time to time, pick me up some books at the local Barnes and Nobles "brick and mortar" bookstore. I have also had the store, after I talked to a genuine bio-human over the phone about what I needed, ship me some analog books. These books are always booted up, they never take time to load, I don't have to give them any personal information, even my name, they use no electricity, they never have any glitches that I need to find a cure for on forums or other websites, I know they are not going to stop working at some time in the future because a person with many hundreds more dollars than I have, because they made it their goal to make a lot of money to win the monopoly game of business, thinks they were cheated out of some theoretical numbers, I won't have to buy a new "license" from the book police, I don't have to worry that the government is using some computer or other electronic device connected to it to spy on me and report my activities to the gestapo; and, there are many other advantages to analog books, which have been around a lot longer than computers. So, why should anyone buy a Packard? I am attaching a screenshot. It is a simple .png file; and, it contains no malware unless it was added by someone else on the long and winding road to the digital bookstore...

Dean

AMAZON'S REPLY:

4/11/2017 9:58 PM

Hello Dean,

Thank you very much for reaching back to me and attaching the screenshot with the error. I'm sorry for the added frustration this has caused but I appreciate your patience as we continue to work towards a solution.

Publishers choose whether they apply digital rights management software (DRM) to their content. There is no limit on the number of times a title can be downloaded to a registered Fire tablet, Kindle e-reader, or Kindle reading app, but there may be limits on the number of devices and apps (usually six) that can simultaneously use

a single book or other Kindle content.

In order to correct this problem, you'll need to deregister the devices connected to your account, that aren't being used and restart the application after we complete this step. I'll be more than happy to help you deregistering the devices from here, if you'd like me to proceed please let know and I'll get back to you with the next steps.

We appreciate your time in writing to us, and I hope you have a great day.

Regards,

Nicole Laurent
Tech Support Executive Customer Relations
[Amazon.com](http://www.amazon.com)
<http://www.amazon.com>

MY REPLY:

4/12/2017 3:27 PM

Is it true that I can not download my ebooks for Kindle onto my new PC, the one mentioned in my last email, unless I buy the books all over again, even though it didn't work on my old PC, which I can't even get to go online anymore, and the Mac I test installed the Kindle on does not have large text options for visually impaired, like the old one for my previous PC did? It is intrusive to have any computer requirement to identify your personal device to strangers running an internet company. I was never notified when I test installed Kindle on my Mac that I could not later also install it on my new laptop, which was my goal in the first place. Why should I have to have any strangers identifying my personal device? That is very wrong.

Dean R. Kibbe
dean@deanrichardkibbe.com

AMAZON'S REPLY:

4/12/2017 8:13 PM

Hello Dean,

I hope this e-mail finds you well. As we discussed, publishers choose whether they apply digital rights management software (DRM) to their content. There is no limit on the number of times a title can be downloaded to a registered Fire tablet, Kindle e-reader, or Kindle reading app, but there may be limits on the number of devices and apps (usually six) that can simultaneously use a single book or other Kindle content.

However, this doesn't mean you'll need to buy the book again. All the books you've purchased will remain on your [Amazon.com](http://www.amazon.com) account. Therefore, you wouldn't need to pay again unless you're using a different [Amazon.com](http://www.amazon.com) account. Additionally, we have a record of which devices are registered on your account so we can troubleshoot the devices if needed.

Amazon takes all security-related matters very seriously and your account security is our top priority. We have policies and security measures in place to ensure that your personal information remains secure.

If you have concerns regarding your account security, the best action you can take is to choose a strong password for your account. For more information please review the following Help page:

<http://www.amazon.com/gp/help/customer/display.html?nodeId=10412241>

Moving forward, in order to correct the licensing problem limit you'll need to deregister the devices connected to your account, that aren't being used and restart the application after this step is completed. I'll be more than happy to help you deregistering the devices from here. If you feel more comfortable, you can also deregister online through Manage Your Content and Devices (www.amazon.com/mycd). Under "Your Devices" you'll be able to see every single device linked to this account and you'll have the option to deregister it. Please keep in mind that if you uninstall the Kindle application, it won't change your registration status. You'll need to deregister the application to delink it from your Amazon account. If you wish to register again, simply launch the Kindle application and sign into an Amazon account.

I hope this information has been helpful, and we look forward to seeing you again soon.

Regards,

Nicole Laurent
Tech Support Executive Customer Relations

[Amazon.com](http://www.amazon.com)

<http://www.amazon.com>

MY REPLY:

4/12/2017 11:40 PM

In regards to your latest email, the only device I ever had used the Kindle app with was the HP laptop I bought in 2011, until I recently installed it on one of my MacBook Pros. Since the HP laptop is no longer functioning properly, and can't access the internet, I could not go online to "deregister" it even if I chose to do so, which I would not do. I have actually only one device, the Mac, which is useable with Kindle. The Acer laptop mentioned in a previous email does not function with the Kindle app. Even if all three devices were working with the Kindle app, that would still only make three devices total. I think, with Wikipedia, Youtube, and many more websites all the time, providing free access to written, and videos on, knowledge, a trend would be riskier than Myspace if it has even the slightest appearance of greedy buzzards using their books as bait to get your money in a manner which invades your privacy in even the slightest manner, without the respectful and considerate treatment people expect and demand from a "brick and mortar" store. Whether it is fair to book writers or sellers is not the concern of persons who seek knowledge in any form. It is is the problem of the writers and sellers to find a method that is not the slightest bit intrusive, annoying, or offensive. Otherwise I think commercial book sellers online might go the way of door to door encyclopedia salesmen. If publishers are applying DRM to their book, which is a type of software, the consumer should be warned in each individual case, so they can decide beforehand if it is worth the bother when there is a vast wealth of free material available. The idea that it would be necessary for me to allow a company of strangers to inspect any aspect of my computer to determine if I can use a book is like something out of the book "1984".

Dean R. Kibbe

dean@deanrichardkibbe.com

AMAZON'S REPLY:

4/13/2017 6:15 PM

Hello Dean,

I hope this e-mail finds you well. We value your feedback and realize your experience reflects on our company as a whole. Please know we'll continue to respond to these concerns and make improvements whenever possible.

We appreciate your time in writing to us, and I hope you have a great day.

Regards,

Nicole Laurent
Tech Support Executive Customer Relations

[Amazon.com](http://www.amazon.com)

<http://www.amazon.com>

MY REPLY:

4/14/2017 5:42 PM

Nicole:

You still haven't really answered any of my questions with any kind of verifiable data that is of any use. I have an HP laptop running Windows, which, even with routine maintenance, is no longer able to access the internet, after several tries at just trying to get the Kindle app to work with the books I already purchased. It would at least access the internet previously. So, how can I be sure that your Kindle app, and related software, did not cause a glitch in the very unstable Windows operating system? It seems to be a problem for Windows with the Kindle app, in many cases, from what I have read on some forums.

Although my Macs are much more stable than PCs running Windows, (which is why I plan to switch exclusively to Macs for any future computers I obtain, after many years and computers with Windows), I do not want to use one of my Macbook Pros, which is the only computer I can get to work with the latest Kindle app, for primary Kindle reading, because the interface is not as user friendly, (especially for someone who needs or prefers a larger font size for reading), as the old one for Windows that worked previously on my HP laptop. Plus, I use my Macs

primarily for processor intensive programs like Nuendo, Photoshop, Davinci Resolve, etc., and do not need the risk of a glitchy program like Kindle on my best computers. I only wanted to use Kindle on my one Acer laptop, running Windows 10, to finish reading the books I paid for. I certainly do not need to risk going on the Amazon site with my best computers any more, and would not recommend that anyone else do so either.

My HP can not go online anymore, which makes it useless for any internet related programs. So, like many persons whose PCs break down by unexplainable software problems, I am unable to deregister that computer, or try to uninstall/reinstall the Kindle app any more times than I already did. That might mean everybody is ripped off by Amazon with a Kindle for PC app, if they purchase books which become useless and unreplaceable without a means to deregister a computer which stops functioning properly.

If you have an alleged limit of six devices, and I only installed Kindle on: (1) the HP which no longer works properly, (2) the Mac that I used as an alternative test to see if my Amazon account had been sabotaged completely, and (3) my Acer laptop which only installed a Kindle app that does not work, I am still entitled to three more devices for the books I bought. So, I do not think it is unreasonable to ask that my Kindle books work on my Acer laptop, and keep functioning properly on my Macbook Pro, without having to subject any other computers besides my Acer to the risk of your very glitchy website. I consider the Acer as a sacrifice bunt for the internet. It is a very big risk to use any Windows computers on the internet, no matter what kind of firewall or anti-malware program you are using. Windows is the most unstable OS of all. Although I have Linux on disks, (if I want to experiment with code writing on one of my computers), most of the high end programs I use are either cross platform, or made for Mac, or made for PCs running Windows.

So, the still unanswered question is: Will I ever be able to use the Kindle for PC app on my Acer laptop without paying more for books which I already bought, and/or taking my much more useful Mac online again? There is always a federally mandated guarantee of implied warranty of usability for any product sold in the U.S. that can not be superseded by state law, EULA, (for which there can be no meeting of the minds between a computer, and/or a software program, and a computer user who is doing whatever is necessary to tell a very stupid, though fast at math, computer to perform a task for the user), or any other agreements, especially for interstate commerce. I doubt that the sixth circuit, (for which any INJUNCTIVE measures granted would have a de facto imposition on Amazon of a class action suit, even with one individual case for a pro se litigant), let alone the supreme court, would ever state that Amazon could conceivably ever have any right to make any ebooks purchased inoperable, after said purchase, any more than some company selling TVs would have the right to break into your home, after you purchased a TV from them, and smash and/or otherwise sabotage said TV. In the instant case, I think even the most disgusting, unjust persons in the

world would know, and have to agree, that I am completely right on all points stated above on findings of fact and findings of law...

Dean R. Kibbe

dean@deanrichardkibbe.com

AMAZON'S REPLIES:

4/15/2017 11:01 AM

Hi Dean,

I'm Fabiola Waggon from Amazon's Tech Support Executive Customer Relations. Nicole is currently out of the office until Tuesday, April 18. Unfortunately, I don't have access to all the information concerning your issue and I'd hate for you to have to start over from scratch. To avoid further complications, I'm bringing this to Nicole's attention and she'll respond as soon as she can.

Thanks for your patience and thanks for shopping with [Amazon.com](http://www.amazon.com).

Regards,

Fabiola Waggon
Tech Support Executive Customer Relations

[Amazon.com](http://www.amazon.com)
<http://www.amazon.com>

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4/18/2017 8:56 PM

Hello Dean,

I hope this e-mail finds you well. I understand you'd like to know if you can download Kindle PC app on my Acer laptop without paying more for the books you already bought.

As mentioned, publishers choose whether they apply digital rights management software (DRM) to their content. There is no limit on the number of times a title

can be downloaded to a registered Fire tablet, Kindle e-reader, or Kindle reading app, but there may be limits on the number of devices and apps (usually six) that can simultaneously use a single book or other Kindle content.

Although I understand you don't have six computers, every time the app is uninstalled and installed, even if it is the same computer, is going to show up as another device. In this case, I can see in your account that there are 6 computers register to it. In order to correct this issue, we'll need to deregister all the devices and just register the ones you prefer, in this way all the books you've purchased will remain on your [Amazon.com](http://www.amazon.com) account and will allow you to open them. You wouldn't need to pay again unless you're using a different [Amazon.com](http://www.amazon.com) account.

Additionally, we have a record of which devices are registered on your account so we can troubleshoot the devices if needed. Since one of your computers is no working properly, I'll be more than happy to help you deregistering the devices from here, if you'd like me to proceed please let know and I'll get back to your with the next steps.

We appreciate your time in writing to us, and I hope you have a great day.

Regards,

Nicole Laurent
Tech Support Executive Customer Relations
[Amazon.com](http://www.amazon.com)
<http://www.amazon.com>

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MY REPLY:

4/19/2017 12:54 AM

Nicole:
I am not sure I understand exactly what you are saying. What do you mean "deregister all the devices"? First off, if you say I have six computers listed as registered to my account, that should be within the six device limit. I have a lot of computers. If I ever tried to get any other computers to work with Kindle besides the HP laptop, the Acer laptop, and the Macbook Pro, it would have been years ago; and, the HP laptop is the only one that had any books readable on Kindle until I downloaded the Kindle app on my Macbook Pro recently. So, since you say I have

six computers registered to my account, I presume that the errant number was caused by the attempt to get Kindle to function by uninstalling and reinstalling. The HP is no longer able to access the internet; so, it would have to be deregistered offline, of course, at your end. I am not going to subject my Macbook Pro to a glitchy program website any more, although I still would like to keep and read the books I have already downloaded as an auxiliary reader. The Acer is the only computer I would use most of the time, if it was working with Kindle. But, since I still don't pass the six device limit, even with the program glitch which fails to deregister a device automatically, if necessary, after the necessary uninstalls/reinstalls, deregistering should not have been necessary at all. How can you deregister the errant number of devices listed on your end without causing either the Macbook Pro, the HP laptop, and/or the Acer laptop to malfunction? I have Nuendo, which is even more processor intensive than the highest end video editing software; and, even it doesn't have any problems necessitating uninstalling/reinstalling, even though I've used it on Macs and PCs for many years. The ebooks I've bought with the Nook app for PC never had any of those glitches. So, basically, what can you do on your end to correct the problem without endangering my computers any more?

Dean R. Kibbe

dean@deanrichardkibbe.com

AMAZON'S REPLY:

4/19/2017 1:31 PM

Hello Dean,

Thanks for following up with this matter. The number of register devices on the account was caused by the attempt to get the Kindle app work properly by uninstalling and reinstalling. In addition, the limits on the number of devices and apps that can simultaneously use a single book or other Kindle content, is usually six, however it can change depending on the publisher. With that said, every book will have their own limit.

Regarding your question, if we deregister the devices, this process will only close the session from the application and it won't interfere with your software or any programs on your computer. Once we've deregister the devices, you just need to

sign in to your Amazon.com account in the application, and you'll be able to see all the books you've purchased.

If you'd like me to proceed and deregister these devices, simply reply directly to this e-mail and I'll get back to you with the next steps.

I appreciate you working with me. Best wishes!

Regards,

Nicole Laurent
Tech Support Executive Customer Relations
Amazon.com
<http://www.amazon.com>

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MY REPLY:

4/19/2017 3:43 PM

Nicole:

If I understand correctly, you can deregister all listed devices from your end, without my Macbook Pro going online to the Amazon site; and, then, it won't affect my computers or the state of the Kindle books and app as they presently are on each computer? Then, I can use the Acer to download my Kindle books, after installing the Kindle app, and I will still be able to read the books on my Macbook Pro which are presently downloaded on that machine, as well as the newly downloaded books on my Acer, without having to go online again or have my computer connected to the internet to read the books, ? If so, then I would like you to deregister the devices. Thanks.

Dean R. Kibbe

dean@deanrichardkibbe.com

AMAZON'S REPLY:

4/19/2017 8:28 PM

Hello Dean,

Thank you very much for following up. The information you provided is correct, I can deregister all listed devices from my end, without the Macbook Pro going online to the Amazon site and it won't affect the computers or the state of the Kindle books/App.

Additionally, I've deregister the listed devices. You'll need to connect to Wi-Fi and log in the application with your [Amazon.com](http://www.amazon.com) account. Once you are signed in, you'll need to download the books and as soon as you download them, you're going to be able to read them without using Wi-Fi.

Please feel free to reply directly to this e-mail if you have any questions.

Thank you for your inquiry. Did I solve your problem?

If yes, please click here:

<http://www.amazon.com/gp/help/survey?p=A3KEURVHLKL7C9&k=hy>

If no, please click here:

<http://www.amazon.com/gp/help/survey?p=A3KEURVHLKL7C9&k=hn>

Regards,

Nicole Laurent
Tech Support Executive Customer Relations

[Amazon.com](http://www.amazon.com)

<http://www.amazon.com>

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MY REPLY:

4/21/2017 9:14 AM

Nicole:

I went to the Amazon site with my Acer laptop and downloaded my purchased Kindle books. I have been reading one of the books on that Acer laptop. It seems

to be working OK so far. However, since I had, as I stated previously, planned on using the one Macbook Pro I installed Kindle on as an auxiliary reader, (since I already downloaded the app and books and am entitled to six devices), I decided to check the Kindle app on that computer to make sure it was not malfunctioning. I presumed it would be operating just fine, since (1) I have not gone back to the Amazon site with that computer since downloading the Kindle app and the Kindle books; and, (2) you stated in your last email: "The information you provided is correct, I can deregister all listed devices from my end, without the Macbook Pro going online to the Amazon site and it won't affect the computers or the state of the Kindle books/App.". I found that every single one of those Kindle books on my Macbook Pro had disappeared from the Kindle library. Since I have not had that Macbook Pro on the Amazon site since I got the books downloaded, the only way those books would have disappeared is if Amazon made an unauthorized and unlawful connection to my computer to cause the app to delete those books. The U.S. Department of Defense might let something like that slide; however, I am nowhere near as forgiving as they are. How could you presume that Amazon could ever get by with doing anything like that? As I said previously, I would not risk my Macbook Pro going back to the Amazon site, for the reasons previously stated, even, and especially now, to re-download those stolen books. So, you have entered the living room of my private home and stolen books from me...

Dean R. Kibbe
King of Port Huron

AMAZON'S REPLY:

4/21/2017 11:27 AM

Hello Dean,

Thank you very much for following up. As we discussed, when we deregister a device it won't affect the Kindle app or books. What it does, is restart the application so you can sign in again from the devices needed. However the books you own are going to show on your library, as soon as you are signed in into the application. Please take into consideration, that the books you bought are linked to your Amazon.com account and you don't have to buy them again.

Upon researching your account, I can confirm the Mac isn't register yet. In order to sign in and correct this issue, please follow the next steps:

1. Launch Kindle for Mac.
2. Click the "Archived Items" button on the Home screen.
3. You'll be prompted to log into your [Amazon.com](http://www.amazon.com) account, which will register Kindle for Mac.

Be sure you use the Amazon account information you use to buy and manage your Kindle content. Please feel free to reply directly to this e-mail if after registering the Mac it is still not showing the books under library.

Thanks for the trust you place in Amazon.

Regards,

Nicole Laurent
Tech Support Executive Customer Relations

[Amazon.com](http://www.amazon.com)

<http://www.amazon.com>

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MY REPLY:

Nicole:

That is a complete lie to say that the deregistering process did not affect the Kindle app or books. I ALREADY HAD the Macbook Pro registered with the books downloaded and working properly, proven by the fact that it worked the way it was supposed to; which means, it needed no further connection to the Amazon site unless factors were changed. Since I did not go to the Amazon site after downloading the books, the only way those books could have disappeared, after working properly, is if the Amazon site, (which I stated previously I did not want connected to my Mac again, because of all the glitches, the security risks, the fact that Amazon can not be trusted, and similar reasons), covertly connected to my Mac unlawfully without my permission and told the app on my computer that it had been deregistered. Otherwise the app would have stayed the same as it was as long as I did not go online to the Amazon site. I bought those books to read OFFLINE, not while my computer is in any way connected to the Amazon site. You not only connected with my Mac unlawfully without my permission, you were deceitful about the fact that your site is set up to act like a Trojan horse to the computers of those who have the Kindle app. I made it very clear I wanted my Mac to never connect to Amazon again. That is the equivalent, consent-wise, to rape. If I had a limit of six devices, and six devices were registered, and you were telling

the truth about everything, there should have been no reason to deregister and re-register any computer in the first place, especially my Macbook Pro. In order to sign in to my Amazon account with the Kindle app, even with the Macbook Pro which was already working offline, I would have to allow my computer to link up online with the Amazon site. I should have been able to open my books on my Mac and my Acer without my computers ever going online again and linking to the Amazon site unless I chose to purchase more Kindle books. I now have my firewall on my Mac and PC set up to block the Kindle app from connecting to the internet at all. You are the worst kind of crooks, because you have no morals whatsoever, and use excuses that are total lies to deceive your customers, and bend the laws as far as you think you can get by with to practice your religion of worshipping money...

Dean R. Kibbe
King of Port Huron
4/21/2017

AMAZON'S REPLY:

4/21/2017 5:54 PM

Hello Dean,

I'm sorry for the added frustration this has caused. As previously I mentioned, when a device is deregistered from your account, the Kindle application is restarted. After this, you just need to sign in with you [Amazon.com](https://www.amazon.com) account in order to see all your books. I've reviewed your account and noticed your Kindle application for Mac isn't register yet. To register your application from your Mac computer, please follow the steps:

- 1. Launch Kindle for Mac.
- 2. Click the "Archived Items" button on the Home screen.
- 3. You'll be prompted to log into your [Amazon.com](https://www.amazon.com) account, which will register Kindle for Mac.

Make sure you use your Amazon account credentials to sign in (from the account you use to buy and manage your Kindle content). This step is very important, so please have in mind that you'll be able to see your books until you sign in from the application.

I hope this information has been helpful, and we look forward to seeing you again soon.

Regards,

Nicole Laurent
Tech Support Executive Customer Relations

[Amazon.com](http://www.amazon.com)

<http://www.amazon.com>

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MY REPLY:

4/21/2017 7:33 PM

Nicole:

As I stated several times, I am not going to risk my Mac by allowing it to be connected again to your website. If I logged in to my account with my Macbook Pro, which will not happen, my Mac would be connecting to your website over the internet. I am not going to register my Mac again, or connect to your website. It was already working well, which means it had to have been registered at one time in order for me to download all of my books on my Mac. You deleted them, leaving zero books in my Kindle app on my Mac. I disconnect the internet cable when I try to open Kindle to make sure it DOES NOT try to access the internet. This works fine on my Acer. But, you HAD TO CONNECT COVERTLY with my Mac in order to make the books disappear, after they were downloaded. If I did not need to connect to your website, which I said I WILL NOT DO AGAIN, I would not get a window popup that says: "Unable to connect. Please check your network settings and proxy configuration." (See the attached cropped screenshot.) Are you trying to suggest, after my clear emphasis that I am not going to subject my Mac to your website again, that signing into my Amazon account would not constitute an internet connection? How can I make it more clear that you are trying to persuade me to go online, and ignoring everything I have said? Do you not understand how the internet works? I do...

Dean R. Kibbe
King of Port Huron

AMAZON'S REPLIES:

4/22/2017

Hello Dean,

I'm Kenneth Sanchez from Amazon's Tech Support Executive Customer Relations. Nicole is currently out of the office until Tuesday, April 25. Unfortunately, I don't have access to all the information concerning your issue and I'd hate for you to have to start over from scratch. To avoid further complications, I'm bringing this to Nicole's attention and she'll respond as soon as she can.

Thanks for your patience and thanks for shopping with [Amazon.com](http://www.amazon.com).

Regards,

Kenneth Sanchez
Tech Support Executive Customer Relations
[Amazon.com](http://www.amazon.com)
<http://www.amazon.com>

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AMAZON'S LAST REPLY:

4/25/2017 1:17 PM

Hello Dean,

I hope this e-mail finds you well. As previously I mentioned, when a device is deregistered from your account, the Kindle application is restarted. After this, you just need to sign in with your [Amazon.com](http://www.amazon.com) account in order to see all your books. I understand your concern about connecting the Mac to the internet, however you'll be able to see your books until you sign in from the application. This process of registering the device, won't affect any software or programs.

While we won't be able to comment further on this matter, we're always happy to

help if you have any other questions - you can click a button to contact us by e-mail or phone from any Help page on our website.

Thank you for taking the time to write to us. We hope to see you again soon!

Regards,

Nicole Laurent
Tech Support Executive Customer Relations

[Amazon.com](http://www.amazon.com)
<http://www.amazon.com>

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MY LAST REPLY:

4/25/2017

To Amazon and all of its associates and other co-conspirators of any kind, overt or covert:

You have used electronic means covertly without our permission to break into our homes and steal books from our libraries. You have thus, individually and collectively, violated our right to be safe and secure in our own home. This not only violates our privacy, freedom, and safety; but, it is a violation that causes deep scars that can not be undone or brought to full justice within your system any more than rape, murder, kidnapping, robbery or any other similar type of personal invasion. I guarantee the day will soon come when all of you will understand that you never have made, and never could make, a bigger mistake. You underestimate us like Hitler underestimated the whole world. You are literally as evil as the devil. You think your theoretical green stamps and similar monopoly games give you some type of magic shield that will allow you to get by with even the most heinous crimes against humanity. You rely on a network of people who would turn on you faster than Bernie Madoff if the money is not there for them to collect for their services, or if they receive a better offer to betray you. We rely on people who would give their lives for us for free as a favor if necessary. You stand blindfolded at the edge of a cliff, and will not understand where you are headed until the ground deserts you on your trajectory to the bottom. You are vicious terrorists who have committed unforgivable acts of war.

Dean R. Kibbe
King of Port Huron

MY SUMMARY:

(1) The Amazon Kindle reader app is a proven Trojan horse that can and does access and delete files on your computer without your permission.

(2) If you have the Kindle app installed on your computer, you should set your firewall to block the Kindle app from accessing the internet; and, if you have researched and found your firewall will not allow you to do so, you should uninstall the Kindle app without going to the Amazon site, or get a new firewall.

(3) From the evidence I have found from my own personal experiences with the Kindle app, and descriptions I have seen on various forums discussing the Kindle app, it is my opinion that Amazon has an intentional covert policy of periodically accessing your computer, if you have the Kindle app, to cause your books to be unreadable or deleted, in order to get you to have to go to their website to fix the reader, so that you will be likely to shop while you are in their online store.

(4) You have very little chance of knowing exactly how much data the Kindle app can access from your computer, including personal information not related to the Kindle app or Amazon, even if it has been encrypted while the files are on your computer along with the Kindle app.

(5) Check the forums and you will find that they have been getting by with this for quite some time.

(6) People who worship money)1) are as evil as the devil, (2) often get rich because that is their top priority in life, and (3) would in many cases probably even be serial killers or similar persons if the risk was as low as it is for scamming computer users.

(7) When there is money, especially a lot of money, involved, you can't trust anyone with less than four legs.

Dean R. Kibbe
King of Port Huron

