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OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

2004 DEC 22 PM 1:34

Lisa Madigan
ATTORNEY GENERAL

December 1, 2004

Ford Motor Company***
16800 Executive Plaza Drive
Mail Drop 3NE-B, Suite 331
Dearborn, MI 48126-4207

Re:
File No: 2004-CONSC-00111883

Dear Sir/Madam:

The Consumer Protection Division of the Office of Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sarah Schackmann

Sarah Schackmann
Citizen's Advocate
Consumer Protection Division
(217) 782-1090



500 South Second Street, Springfield, Illinois 62706 • (217) 782-1090 • TTY: (217) 785-2771 • Fax: (217) 782-7046
100 West Randolph Street, Chicago, Illinois 60601 • (312) 814-3000 • TTY: (312) 814-3374 • Fax: (312) 814-3606
1001 East Main, Carbondale, Illinois 62901 • (618) 529-6400 • TTY: (618) 529-6403 • Fax: (618) 529-6416

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GEX
1/11/05



LISA MADIGAN

Illinois Attorney General
 Consumer Fraud Bureau
 500 South Second Street
 Springfield, IL 62706
 217-782-1090

1-800-243-0618 (Toll free in IL)

TTY: 1-877-844-5461

www.IllinoisAttorneyGeneral.gov

Office Use Only	
CLAIM#:	_____
AG#:	_____

YOUR INFORMATION **NAME OF SELLER OR PROVIDER OF SERVICE:**

Name: <u>Mr. (Mrs.) Ms. (circle one)</u>				Name: <u>Ford Motors Co</u>			
Address: _____				Address: _____			
City: <u>BENLD, FL.</u>	State: _____	Zip code: _____	County: <u>MACONAH</u>	City: _____	State: _____	Zip code: _____	
Your Telephone Number: Daytime: _____ Evening: _____				Telephone: () _____ Website: _____			
Your e-mail address (optional): _____				Additional seller or provider of service involved in transaction: Name: _____ Address: _____ City: _____ State: _____ Zip code: _____ Telephone: () _____ Website: _____			
Are you a senior citizen? <input checked="" type="radio"/> Yes <input type="radio"/> No				Who referred you to this office? <u>GARY STATE REPRESENTATIVE HANNIGAN SECRETARY</u>			
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes <input type="radio"/> No <input checked="" type="radio"/>							
If yes, please give name, address, telephone number: _____							
Is court action pending? Yes <input type="radio"/> No <input checked="" type="radio"/> <u>NOT YET</u>							

ADDITIONAL INFORMATION ABOUT THE TRANSACTION

Date of Transaction: <u>8/27/04</u>	Did you sign a contract? Yes <input type="radio"/> No <input checked="" type="radio"/> (If yes, please attach a copy) <u>LOCAL (MAYBE IL) CONTRACT NOT REQUIRED</u>	Date contract was signed: _____
Was the product or service advertised? Yes <input type="radio"/> No <input checked="" type="radio"/> When? _____ (Please attach a copy of the advertisement, if available)		

How was the service advertised? <input type="checkbox"/> Newspaper/magazine <input type="checkbox"/> Radio advertisement <input type="checkbox"/> Television advertisement <input type="checkbox"/> Internet advertisement <input type="checkbox"/> E-mail solicitation <input type="checkbox"/> Direct mail solicitation <input type="checkbox"/> Telephone solicitation <input type="checkbox"/> Yellow pages of the telephone book <input type="checkbox"/> Facsimile solicitation <input type="checkbox"/> Door-to-door solicitation <input type="checkbox"/> Display at merchant's place of business <input type="checkbox"/> Display at a trade show/convention, etc. <input checked="" type="checkbox"/> Other <u>STATE REPRESENTATIVE</u>	Total Cost of product/service: \$ <u>800.25 (COPY OF RECEIPT ENCLOSED)</u> Amount paid to date/down payment: \$ <u>800.25 (PAID IN FULL)</u> Method of payment (circle one) (Please attach a copy) Cash <input type="radio"/> <u>Check</u> Money Order Credit Card Debit Card Bank Draft Wire Transfer Automatic Debit Other _____ If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes <input type="radio"/> No <input checked="" type="radio"/>
	(Under the Federal Fair Credit Billing Act, you have 60 days from the time you receive your statement to dispute the charge.)

Where did the transaction take place?
 At my home *Initially*
 Over the telephone
 By mail
 Over the Internet
 Trade show/convention/home show
 At the firm's place of business
 By facsimile
 Other (please specify) *Discovered/Repaired AT GARAGE (Quality Motor/GILLESPIE, IL.)*
 There was no transaction

Have you complained to the company or individual?
 Yes No

If yes, provide name and phone number of the individual(s):

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: <i>FORD</i>	Model: <i>CROWN VICTORIA LX</i>	Year: <i>1998</i>	New: Yes <input type="radio"/> No <input checked="" type="radio"/>	As-Is: Yes <input type="radio"/> No <input checked="" type="radio"/>
Warranty: <i>Yes</i> No	Name of Extended Warranty:	Purchase Date:	Current Mileage:	Mileage at Purchase:
Expiration Date: <i>1997</i>	<i>FORD WARRANTY Oct., 1998</i>		<i>160,000</i>	<i>27,000</i>

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

A] EXPLANATION OF PAYMENT OF CRACKED INTAKE MANIFOLD ON LTD CROWN VICTORIA FORDS

1) CAR BEGINS TO RUN ROUGH
 2) DIAGNOSTIC TEST INDICATES NEED TO REPLACE SPARK PLUGS/WIRES/TUNE UP
 3) AFTER REPLACEMENT LTD STILL RUNS ROUGH; GARAGE DISCOVERS CRACK INTAKE MANIFOLD WHICH MADE OF PLASTIC/EPoxy
 4) GARAGE INFORMS/EXPLAINS OF DANGER OF CRACKED PART; REPLACES BAD PART WITH INTAKE MANIFOLD MADE OF METAL

B] NATIONAL SAFETY COUNCIL AND FORD MOTOR CO. DENIES ANY DANGER

C] ENCLOSED NEWSPAPER AD AND COST OF PARTS REPLACEMENT [SEE LETTER OF EXPLANATION]

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)
MONEY BACK FOR REPLACEMENT OF DANGEROUS PARTS ALSO IF ILLINOIS HAS THOOD LTD'S IN SERVICILE; RECALL/REPAIR THEM.

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have checked below: The above complaint is true and correct to the best of my knowledge.

Signature: _____ Date: *10/15/004*
 SPRINGFIELD, ILLINOIS
 Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.
 Assigned to _____

Please return the completed form to the address at the top of this complaint form.
 Incomplete forms may be returned.

Court admonishes car dealer in lawsuit

Letter sent from Springfield, Ill. dealer urges police to opt out of suit

By Robert G. ...
Of the Press-Scimitar

An inquiry has been ordered by a Belleville judge into a lawsuit filed by a Springfield, Ill. Ford dealer against police agencies across Illinois that have filed suits claiming Ford police vehicles are unsafe.

Judge Lloyd A. Castro stated that the inquiry could lead to civil or criminal contempt proceedings and be acted by the Illinois Registration and Disciplinary Commission. The commission is a state agency that disciplines state

agencies.

On Friday, Castro put Landmark Ford's fleet sales manager, Lynn Sapp, under oath and called him about a letter dated May 21 in which the firm had police chief. It suggested they "opt out" of the suit and keep buying from Landmark.

"However, the Ford dealer would not opt out of the suit because the police agencies that are not what is full the suit," Castro said Dec. 15.

The Landmark letter included "opt out" forms similar to those sent to Illinois police agencies last year in preparation for a hit-and-run case.

Landmark is a defendant in the

case. Sapp acknowledged he had talked in the past with attorney Edward T. "Doc" Graham, but was sending the letter notwithstanding.

Graham said he told Landmark he should have known the contact with opposing parties in the suit was improper. He said he had also issued a specific order against it.

Among those receiving letters from Landmark were St. Clair County Sheriff Meno J. Jusus and Cantonville Police Chief Curtis McCalk. Their departments are the lead plaintiffs in the case.

Patricia Murphy, the plaintiff's attorney, said some agencies had

received the letters and had responded. She said she was not sure if it came out last fall or a crash in Dallas in which potential competitors might have been involved.

The trial, starting its fifth week in circuit court in Belleville, is scheduled to end Friday. Nine similar cases are pending around the country.

The Illinois case is a statewide class action suit over whether Ford should pay \$50 million to install a certain fire protection on about 20,000 Crown Victoria Police Interceptor drives by hundreds of police agencies.

The suit contends the Interceptor can burst in flames if hit from behind because the gas tank is behind the rear axle. Plaintiffs say at least 21 officers have burned to death across the country.

Ford had captured more than three-fourths of the police car market nationwide. It contends the Interceptor is at least as safe as competing models and says police agencies continue to demand them.

A Ford attorney was in the court-

room Friday. The inquiry is into a question whom he hired for Co. before Show said a tentative he is to talk to him. Castro said the Ford dealer is not on anything. He authorized in the case of means from G for Landmark might have preparing that

Special
Evanston
Flower

[LETTER OF (1) EXPLANATION]

Oct. 13, 2004

BENLD, IL. 62009

LISA MADIGAN, ILLINOIS ATTORNEY GENERAL
CONSUMER FRAUD BUREAU
500 SOUTH SECOND ST.
SPRINGFIELD, IL. 62706
DEAR MADAM:

In August 2004 we were preparing to go on vacation. We noticed our 1998 Ford Crown Victoria was beginning to run very rough. We took it to Quality Motors in Gilligan and his diagnostic equipment indicated the car needed new SPARK PLUGS + WIRES; with 16,000 on the engine it was time to do so. This automobile is mostly driven on longer trips to St. Louis and Springfield and further. This car has been well maintained every 3,000 miles or less. We drove this car for a few days and it began running more rough than ever. We took it back to the garage (Quality Motors) and they discovered the INTAKE MANIFOLD was leaking air/fumes. They informed us of the danger that is present to them, and the Crown Victoria (especially POLICE CARS) which catch on fire and break-up.

Quality Motors further informed us the the original parts (the dangerous ones are (1) made of plastic, fibered epoxy material, that crack and leak gas/air mixture (they then showed us the crack in the part.) and (2) this INTAKE MANIFOLD transports the fuel mixture to the IGNITORS. This is known to catch on fire and even burst ~~apart~~

up some police cars. Quality Motors ordered the new parts and replaced our defective part (STAKE MANIFOLD) with one made of metal. Our LTD FORD now runs like a new one and also there is no smell of fumes.

We called the National Safety Council in Washington, D.C. and they referred us to the FORD MOTOR CO. in TORONTO, CANADA, where the car is made. Although several million LTD FORDS are on the roads, they claim that no danger exist.

We retained the defective part here at home and would gladly give it to your office and you can form your own conclusion.

I also enclose (1) a newspaper ad on the danger of the LTD'S, and (2) receipts from Quality Motors for the replacement of the defective parts.

If we can be of further service please contact us at any time.

We hope to hear from you soon.
Sincerely yours,

REJLD LG.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**