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**State of North Carolina**

**ROY COOPER  
ATTORNEY GENERAL**

Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001

**CONSUMER PROTECTION**  
Toll Free In NC  
(877) 566-7226  
Outside of NC  
(919) 716-6000  
Fax: (919) 716-6050

October 17, 2005

Ford Motor Company  
P O Box 6248  
Mail Drop #3 NE-B  
Dearborn, MI 48126-4207  
Attn Consumer Relations

RE: File No. 0512477

[Redacted]  
Jacksonville, NC [Redacted]

Dear Sir:

The Consumer Protection Section has received the attached request for assistance regarding your business.

In order to assess the merits of the complaint and to determine appropriate action, we need to know your position in this matter. Therefore, we ask that within the next ten (10) business days you provide a written statement of your position along with any supporting documents.

Please refer to our File Number 0512477 when you correspond with our office concerning this matter. Thank you for your cooperation.

Very truly yours,

Wendy L. Chipman  
Consumer Protection Specialist  
CONSUMER PROTECTION SECTION

Enclosure

cc:

[Redacted]  
NHTSA ✓

*NAR  
cc  
10/27/05*

# Motor Vehicles Consumer Complaint Form

**Consumer Protection**  
Attorney General's Office  
Post Office Box 629  
Raleigh, North Carolina 27602  
Telephone: (919) 716-6000  
Fax: (919) 716-6050

From:

Your Name(s):

██████████

Address:

██████████

City:

Jacksonville

State: NC Zip: ██████████

Telephone: Home: ██████████

Business: ██████████

OCT 14 2005

Dealer or Repair Shop Complained About:

Name:

Ford Motor Company

Address:

P.O. Box 1904

City:

Dearborn

State: MI Zip: 48121

Telephone: 18889274236

Is your complaint about (please check one)?

- New car sales practices  Used car sales practices  Warranty  Manufacturing defect  
 Repairs  Financing or leasing?

Did you buy your vehicle: New  , Demo  , Used  ?

Make, Model & Year: Ford, F150 4 X4, 1995

Date of Purchase: 1996

Where Financed (if relevant):

Name:

Address:

City:

State: Zip:

## What does the Consumer Protection Office Do?

The Attorney General's Consumer Protection Office acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

## Instructions

Please explain in the space provided. You may use additional sheets, if necessary. We will send a copy of your complaint to the business you are complaining about, so please type or write clearly. Try to be brief, but be sure to tell what happened, when it happened, and where it happened.

If this is a vehicle sales problem, please include copies (not originals) of your bill of sale, credit contract and any correspondence relating to the problem. If this is a used car warranty problem, please include a copy of the warranty and describe specifically any oral warranties or promises made about the condition of the car. If this is a repair problem, please include copies of the repair orders or written estimates.

### Explanation:

I received a recall notice regarding the speed control (cruise control) system on my truck from Ford Motor Company on September 19, 2005. On September 20, 2005, I took my vehicle to Sanders Ford, located in Jacksonville, North Carolina, where the speed control system was disconnected, as advised in the recall letter. I specifically asked the service technician if anything else would be affected on my vehicle by disconnecting the speed control system; the answer I received was NO. To my surprise, I discovered later that evening that my horn was not functioning. Fortunately, I was trying to blow my horn at a friend, rather than trying to avoid an accident, when this discovery was made.

On September 21, 2005, I returned my truck to Sanders Ford to seek a solution to the unsafe condition of my vehicle (no horn). In the process of discussing my situation, I learned that at least one other owner had reported a similar problem the day prior. To this date neither Sanders Ford nor Ford Motor Company or any of its representatives have provided an acceptable solution to the unsafe condition caused by disconnecting the two wires associated with the speed control system. In response to my complaint addressed in two e-mails submitted through the Ford Motor Company web site (the first on September 20, 2005 and the second on September 21, 2005), and three (3) telephone conversations on October 11, 2005, I was basically provided the following options (again, neither option is acceptable):

- a. Have the dealership reconnect the horn, but waive my rights to any future claims arising from the recall issue.
- b. Operate/drive my vehicle without a horn.
- c. Go without a vehicle, to include a loaner vehicle, until the replacement part is available and installed (sometime in late November?).

Sanders Ford is not directly included in this complaint unless their mechanics did not perform the correct procedure, as their representatives have advised me that they are complying with procedures provided by Ford Motor Company.

What do you want the company to do?

Provide a solution to restore the horn on my vehicle to a functional state without me having to waive my rights to future claims arising from the speed control system recall issued. If that is not possible, then provide an alternative solution that neither requires me to operate my vehicle without a horn, forego the use of a vehicle altogether, or incur any personal expense in returning the horn to a functional state.

The above statements are true to the best of my knowledge and belief.

Signature

Date:

10/13/05

**WARNING:** Do not e-mail this form. The Consumer Protection Office currently is not equipped to handle substantive matters in *this* manner.

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