

KENNY C. GUINN
Governor

STATE OF NEVADA

PATRICIA MORSE JARMAN
Commissioner
Consumer Affairs Division

SYDNEY H. WICKLIFFE, C.P.A.
Director
Department of
Business and Industry



2005 NOV 15 AM 11:38

DEPARTMENT OF BUSINESS AND INDUSTRY
CONSUMER AFFAIRS DIVISION
OFFICE OF THE COMMISSIONER

November 3, 2005

[Redacted]
Sparks, NV [Redacted]

10144248

Re: Jones-West Ford

File #: 25447

Dear [Redacted]:

A careful evaluation of your complaint has been made. The intake officer has determined that the proper agency to assist is:

National Highway Traffic Safety Administration (NHTSA)
Dept. of Transportation
400 7th Street, S.W. Room 3152
Washington, DC 20590
DOT Safety Hotline : 1(888)327-4236
website: www.nhtsa.dot.gov

The division is requesting that they review the complaint in an effort to ascertain if they can help you resolve it. To facilitate that end the division is forwarding a copy of the complaint.

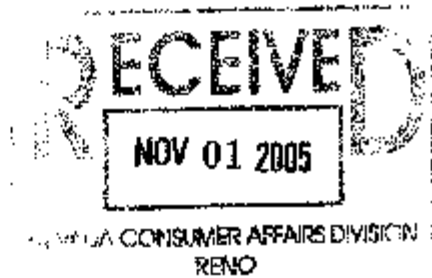
Thank you for bringing the matter to the attention of the division.

Sincerely,

Dave Czapienski
Assistant Deputy Chief Investigator

Edison

██████████
Sun Valley, NV ██████████
October 30, 2005



Ford Motor Company
Customer Relation Center
16800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI 48121

Re: Ford Ranger

Gentlemen:

On July 20, 2004, I purchased a new 2004 Ford Ranger 4x4 truck from Jones-West Ford, 3600 Kietzke Lane, Reno, NV. I was recently speaking to a friend who informed me that he bought a Ford Ranger like mine and had a problem with one of his tires, and when he tried to have someone put the spare on, they refused because the spare tire on his new vehicle was NOT the same size, brand or even the same type of tread as the tires on the vehicle he was sold. He said I should check it out before I have a problem. I contacted numerous tire companies in the area, i.e., Mill Street Tire, two Les Schwab locations, Reno Vulcanizing, Big O Tires, etc., and was told by each and every one of these tire companies that because of the difference in size, style and tread, I would not be able to use my spare as a spare tire in an off-road situation or in 4-wheel drive.

This could have been devastating if I had taken my family somewhere and had a flat tire, tried to use the spare, and found that I could not use it, or especially if I wasn't with my family - we or they would have been stranded in who knows what kind of situation.

I contacted my salesman, Thomas Rollinger, and advised him of my discovery. He called back and informed me that the Service manager at Jones-West advised him I could not use the spare on the front or in 4-wheel drive. How can a person direct their tires to only go out in the rear!

When I asked him if they would make good on a new tire that I could use as a spare, he told me that I could buy a tire, but that Jones-West would NOT put a new tire on at their expense. I feel this is absolutely ludicrous that a spare tire would be supplied on a new vehicle which cannot be used on that vehicle! Since I was certainly not informed when I purchased the vehicle that I couldn't use the spare, I feel that Jones-West and/or the Ford Motor Company should be obligated to put the same size, style, make and tread as the tires which were originally furnished on the vehicle.

To say the least, I was not given the opportunity to consider this situation when making my decision to purchase the vehicle. In addition, I have unfortunately discovered that

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Jones-West Ford has one of the absolute worst and least organized Service Departments, so this is just one more example why I don't ever want to buy another Ford product.

I feel very strongly that it is a matter of principle that Ford Motor and/or Jones-West should replace the spare tire with an appropriate tire as stated above. It is also important that the general public as consumers be made aware of the fact that they are unknowingly, and without their consent, being placed in a hazardous situation.

Sincerely,

[Redacted signature block]

cc: Jones-West Ford
State of NV Department of Business and Industry – Consumer Affairs Division
Bonnie Weber – Washoe County Commissioner
Better Business Bureau – Reno, NV
Reno Gazette-Journal
KOLO TV
KRNV TV
KTVN TV
VIA Magazine
Highways Good Sam Club