



DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION

November 29, 2005

10147571

[REDACTED]
Pittsburgh, PA [REDACTED]

Re: Our File Number [REDACTED]
Complainant [REDACTED]

We have received the enclosed consumer complaint about your business. We understand that there are often two sides to a problem, and we would appreciate your prompt review of this matter.

We do not represent the complainant. We do, however, review all complaints to determine whether grounds exist to warrant action by us. Your response to the allegations in the complaints would help us to make that determination. The response you send regarding this complaint will be part of the public record maintained by the Department of Justice.

We would appreciate receiving a response within fifteen (15) days of receipt of this letter. Please feel free to attach any documents, which you think are relevant in explaining your position. If after your response you hear nothing further from us, you may consider this matter closed.

Sally O'Neil
Enforcement Officer

Cc: National Highway Traffic Safety Administration/ w enc.
[REDACTED]

NAK
12-27-05



Oregon Department of Justice Consumer Complaint Form

Please Note The Following:

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney.

Please be advised that this complaint will become part of our permanent records. Consumer complaints may be released to the business or person about whom you are complaining, members of the public or other agencies attempting to establish ongoing patterns or practices which violate Oregon's Unlawful Trade Practices Act. This form is also subject to Oregon's Public Records Law and may be disclosed to persons who request to review its contents.

Date of complaint submission: 11/2/05

Information About The Complainant

Name: [REDACTED] **E-MAIL**
Address: [REDACTED]
City: Gaston
State: OR Zip: [REDACTED]
Phone Number: (day) [REDACTED] (eve) [REDACTED] (cell) [REDACTED]
Email Address: [REDACTED]

Information About The Business Or Person About Which You Are Complaining

Name: Ford Motor Company Consumer Center
Address:
City:
State: Zip:
Phone Number: (800) 392-3673

Information About The Transaction

Date of Transaction(s): 09/26/2005
Type of Sale: Other
The amount of money you think you lost: \$450.00 per wheel = \$1800.00
☐ Attorney:
☒ Business: Ford Motor Company 1-800-392-3673 (Tameka #2568)
☒ Other: Alcoa (wheel manufacturer) 1-888-279-3055 (Vern)
☐ No Action has been requested.

See Attached For Transaction Details

33611
C253
E1

Transaction Details

DETAILS --- The stock front alloy wheel on my Ford pickup has developed cracks and looses air. Visiting my local Les Schwab Tire Store, I was advised and shown there were multiple cracks and this wheel now presents a safety issue and would have to be replaced.

I have contacted Alcoa (wheel manufacturer) who tells me there was a safety recall on this exact wheel replaceable through them if it is not an OEM; and the dealer would have to handle the issue if it is an OEM wheel; these are OEM wheels.

Alcoa advised me to contact Ford for help. Alcoa (Vern) also told me they have had many such calls on these wheels. I have contacted Ford who claims they cannot help me and they show no recall on these wheels.

The failed front wheel apparently could have come apart while driving.

I am afraid of a safety issue for all four wheels.

Ford wants \$450.00 each for replacement stock wheels.

Thank You!



Consumer Affairs

PO Box 6246, MD 3NE-B
Dearborn, MI 48126 USA

November 21, 2005

Ms. Sally O'Neil
Department of Justice
Civil Enforcement Division
1162 Court Street NE
Salem, OR 97301-4096

RECEIVED
NOV 25 2005

RE: [REDACTED]

File: [REDACTED]

VIN: 1FTWW33F0XE [REDACTED]

CIVIL ENFORCEMENT DIVISION

Dear Ms. O'Neil:

Your recent correspondence informed us of a complaint filed in your office by [REDACTED] regarding his 1999 F-Series Super Duty. You asked us to investigate and provide you with a report of our findings.

Our Ford-Mercury new vehicle warranty is limited to 36 months or 36,000 miles driven, whichever occurs first. [REDACTED] vehicle is beyond these parameters and a Ford Motor Company Extended Service Plan (ESP) was not purchased.

In addition, there are no open Ford Motor Company recalls applicable to this concern based on the Vehicle Identification Number (VIN) of the 1999 F-Series Super Duty. Recalls are issued based on production and service data collected and evaluated continually. Although the data has not resulted in a recall, we suggest that [REDACTED] retain his receipts in case a recall is issued which would provide reimbursement for the repairs.

Based on this information, we propose no further action. Please consider this our closing report. Thank you for bringing this matter to our attention.

Sincerely,

Julie Cohoe
Consumer Intervention

SCANNED

11-28-05

