



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rolf Nilsson, Secretary

February 22, 2006

FORD MOTOR CO
STE 331 MD 3NE-B
168000 EXECUTIVE PLAZA DR
DEARBORN MI 48126

RE: File [REDACTED] (Refer to this number when contacting our agency)

RICHLAND CENTER WI

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [REDACTED] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

Andrea M Boudes

Andrea M. Loudon
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Andrea.Loudon@datcp.state.wi.us

Enc.:
Cc: Center for Auto Safety
National Highway Traffic Safety Administration

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

3/10/66

Richland Center, WI

WDATOP

February 3, 2006

FEB 6 - 2006

Ford Motor Company
Consumer Relationship Center
PO Box 6248
Dearborn, Michigan 48126

Division of Trade &
Consumer Protection

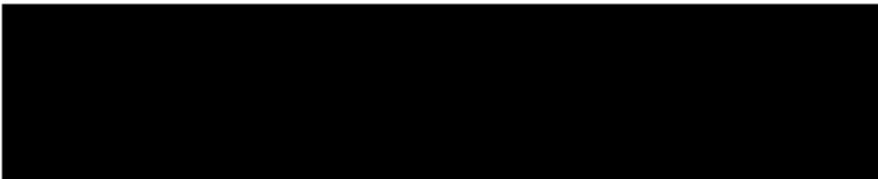
Dear Sir or Madam:

I am writing concerning my 2000 Ford Expedition I purchased in August of 2004. I bought this vehicle for my family thinking it would be a safe reliable vehicle. Come to find out that was not the case at all. In February of 2006, I got in my truck and turned it on and drove home, upon arriving at home and turning my vehicle off and taking the keys out of the ignition the heater blowers would stay on and had to be manually turned off in order to get them to go off. February 07, 2005, I went to leave for work and the vehicle would not even turn over. I then had to call my brother at 5:30 in the morning to come jump-start my vehicle in order to get my kids to daycare and get to work. Upon arriving at work the vehicle died once again. When I went to leave work I had to get a friend to jump start it in order to leave work, I went to pick up my kids from day care and was scared to turn the vehicle off fearing it would not start again. I then went to pick my son up from school and I turned the vehicle off went inside for no more than 5 minutes, came out attempted to turn the vehicle on and it would not start, the theft system light kept coming on and finally after about 6 attempts the vehicle started. On February 08, 2005 I left my house to take my son to school and the vehicle was dead it would not even turn over. I then had to call my sister-in-law to come take my son to school, and I called my regular mechanic to come look at my vehicle. Upon arriving at my house and checking the battery they just assumed the battery needed replaced since it was drained upon checking the voltage. The battery was then replaced on this day costing me \$167.83. The vehicle ran all right until March 20, 2005 I went to leave work and the same thing started happening the heaters would stay on when I would turn the ignition off and take the keys out of the vehicle. I went to go to work on March 21, 2005 and once again I had to call my brother to come jump-start my vehicle in order to go to work. On March 21, 2005 I then called Fillback Ford in Richland Center, WI to come take a look at my vehicle since they were a Ford dealer, I figured they would have a better idea what was going on with the vehicle. They took my vehicle from my work that day and told me they would have it completed it by the time I got off of work that day. They did not in fact have the vehicle even in and looked at by them time I got off of work that day. I then had to find rides wherever I needed to go and have people pick up my kids from school for me. They did not offer me a loaner car. 3 days later and extremely frustrated they had my vehicle finished, they replaced the GM Module on my vehicle costing me \$345.30. The vehicle ran well for a while after that then on around December 31st, 2005 the vehicle once again started acting up on and off. On January 2, 2006 I went to leave work, I tried to unlock my vehicle with my remote and it would not unlock. I replaced the battery on my remote thinking maybe the battery was dead that was not the issue. I went to pick my son up from daycare and I turned the vehicle off took the keys out and this time not only the heaters stayed on but the radio, the inside lights all stayed on and the ignition kept dinging thinking the keys were still in it. I then went to pick my kids up from school and the same thing happened. I got home and called my mother by this time it was after 8pm and the auto mechanic shops were closed. Upon explaining to my mother what was happening I feared the vehicle would not start for me to get to work the next morning. She brought me her vehicle to use to get to work and she took mine. On January 03, 2006 my vehicle was taken into my regular auto mechanic shop. By this time I was extremely frustrated wanting to just get rid of this vehicle. They tried to hook the vehicle up to the computer to run diagnostics but every time they did this it would not act up. Finally one of the mechanics just started going through the engine piece by piece to figure out the problem. They then found that the Fuse Box assembly was all corroded, rusted and full of water. They also then noticed that the windshield was not sealed properly. They then replaced the fuse box assembly, and also had an auto glass person come

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to reseal the window. The auto glass person had trouble getting the window out and shattered it so I ended up having to pay to have the whole windshield replaced. On January 12, 2006 after a week and a half of having my vehicle it was finally finished. This mechanic bill cost me \$819.10. For a total of \$1332.23 in mechanic bills to fix the same problem. All of these issues I was told by my mechanic come from the windshield not being properly sealed which was from my understanding a lot of people are having the same problem and it is because of a problem with the way these vehicles are being painted and not let to dry before the windshields are installed. These 3 occasions of my vehicle being in the shop are not the only incidents I have had with this vehicle. I have had several other times where I have gone to get in my vehicle to leave for appointments and things and the vehicle was completely dead. I have had to borrow other people's vehicles and pay to put gas in their vehicles while mine was sitting at home dead with a full tank of gas. I have almost missed appointments because of the problems with this vehicle. Not to mention how extremely frustrating it is to pay \$17,000 for a vehicle that you cannot even rely on. I am extremely disgusted with this vehicle and upon my next purchase will never buy another Ford product. I have researched this issue to find that I am not the only person to have all of these issues with this vehicle. I feel that the manufacturer should have to at least repay me for all of my mechanic bills that I have already paid out. I have paid several monthly payments on this vehicle without even being able to drive it for part of the month, which tells me this vehicle is far from reliable. Enclosed with this letter you will find copies of the mechanic bills and also pictures of the fuse box assembly they removed from my vehicle. If you need to contact me for further information my address is at the top of this letter.

Sincerely,



CC: Wisconsin Consumer Protection Agency

**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).**