



Rob McKenna 2 AM 8:46

ATTORNEY GENERAL OF WASHINGTON

500 N Morain Suite 1250 • Kennewick WA 99336-2607 • (509) 734-7140

February 28, 2006

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[REDACTED]
KENNEWICK, WA [REDACTED]

Re: FORD MOTOR COMPANY AND LITHIA FORD

File #KEN [REDACTED]

Dear [REDACTED]

As noted in the response letter previously sent to you, Ford Motor Company And Lithia Ford refuses to make adjustment of your complaint.

We realize you may disagree with the firm's position, but our office does not have the authority under the law to force a resolution on the parties.. We regret that we are unable to provide further assistance to you in this situation.

We do not have the authority to represent individuals as their attorney, nor may we act as a judge or arbiter in individual disputes. You may want to contact an attorney if you wish to pursue this matter. If you do not have an attorney, there are seven county bar associations that will provide lawyer referral services.

For referrals to attorneys in:

King County:	206-623-2551
Pierce County:	253-383-3432
Lewis County:	360-748-0430
Snohomish County:	206-339-0100
Clark County:	360-695-0599
Thurston County:	360-923-4844

WAS
2/28/06
3/29/06



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We appreciate your bringing this matter to our attention. Your complaint will remain a part of our record of this firm's business practices.

Mary Volpentest
Complaint Analyst
Consumer Protection Division
(509) 734-7140

cc:
National Highway Traffic Safety Commission
400 7th St SW
Washington, DC 20590

Consumer Information

Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED] State: WA Zip: [REDACTED]

Day Phone: [REDACTED]

Evening Phone: [REDACTED]

E-mail Address: [REDACTED]

Age Group (optional): [REDACTED]

OCT 03 2005

ATTORNEY GENERAL
KENNEWICK OFFICE

Yes In order to process your complaint, the Attorney General's Office will send a copy of your complaint to the complained of business. Do you want the Attorney General's Office to send this business a copy of your complaint?

I understand that if I answer No, the Attorney General's Office will not process this complaint. Additionally, if I answer Yes, I understand that my complaint and any related documents I have submitted will become "public records." Under state law, public records are subject to public records disclosure requests. Under some circumstances, my complaint and related documents may therefore be seen by other people.

Business Information

Name of business that I am complaining about: Ford Company

Address: P.O. Box 6248

City: Dearborn State: MI Zip: 48126

Phone: 8003923673 Toll-Free: 8003923673

Fax:

E-mail:

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Lithia Ford 1775 Fowler St Richland, WA 99352 Bus. ph#509-736-2511

Item or service purchased: 2005 Ford Focus Vin number 1FAHP38Z [REDACTED]

Cost of item or service: 19995

Did you sign a contract? YES

Date of transaction: 8/28/2005

Salesperson's name: Trini Carbay

Was an advertisement involved? NO

Date and source of advertisement:

About Your Complaint...

Have you complained to the business? YES

If YES, to whom (include position)? I have emailed Ford Corporate using thier customer complint form on thier website. Additionally I have phisically gone to the dealership I purchased the vehicle and spoke to the sales person [REDACTED] who said me the vehicle

What response did you receive? The email I sent to ford corporate I am still waiting for a response. When I spoke to sales person [REDACTED] he gave me the impression of not really believing the vichles air bag did not deploy. I explained to him the speed we impacted at and he stated that its imposible for the airbags not to go off at the speed being 45 - 50 miles per hour on a full frontal collision [REDACTED] called me on September 30, 2005 to find out if my car is going to be rebuilt or scraped. When I told him its being rebuilt he stated thats not good because we could have gotten you qualified to buy another vehicle.

If you have not contacted the business, explain why not:

Have you filed a complaint about this business with the Attorney General's Office before? No

If Yes, list the file number assigned to that complaint:

Have you contacted a private attorney? No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending? No

If YES, please explain:

Explain your complaint in detail:

The 2005 Ford Focus that I purchased had defective air bags on passenger and drivers side. I purchased this vehicle on August 28, 2005 and two and a half weeks later on September 18, 2005 my family and I were involved in a serious car accident that we were all injured in and required to be transported to the hospital in Bend Oregon. I was in Oregon traveling on highway 97 3 miles south of La Pine Oregon when a car pulled out in front of me running a stop sign I impacted the other drivers side of his vehicle with as full frontal collision at speed approximately 45 to 50 miles per hour. I purchased my Ford Focus from a Washington State dealer named Lithia Ford located at 1775 Fowler St. Richland, WA 99352 Bus Ph #509-735-2511. I paid extra for optional side impact air bags. The sales person Trini Garibay lead me to believe the car was one of the safest vehicle on the road. I went back to the dealership on Thursday September 23, 2006 to discuss my complaint however he seemed to not believe me even with all the injuries on my body. I asked him how we can resolve this complaint he specifically said its Ford Corporates problem not the dealership.

What do you think the business should do to resolve your complaint? (Circle one)

OTR

Explain if you have circled 'Other':

I want a the company to see if the Ford Focuses need to be recalled and want the defect to be corrected. I further want the dealership to take back the Ford Focus they sold me pay off the vichle completly so I owe nothing. If that is done I would very much like to purchase a ford truck from the same dealership and same sales person. I feel this is a very resonable and equitable solution.

Signature

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that my complaint and the related documents will become a 'public record' and under state law can be subject to a public records disclosure request and thus be seen by other people.

Signature

Date October 2, 2005

Received via the Internet
City and State where signed