



State of Wisconsin  
Jim Doyle, Governor

10155207

Department of Agriculture, Trade and Consumer Protection  
Rod Nilsestuen, Secretary  
Division of Trade and Consumer Protection

2006 APR -6 PM 10:47

March 29, 2006

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

RE: File 465919 (Refer to this number when contacting our agency)

GREEN BAY 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 Richard J Jobelius 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,

  
Julia A. Lubinski  
Consumer Specialist  
BUREAU OF CONSUMER PROTECTION  
Fax: 920-448-5118  
E-mail: Julia.Lubinski@datcp.state.wi.us

Enc.: Copy of complaint letter

C: National Highway Traffic Safety Administration  
400 Seventh Street SW  
Washington, D.C. 20590

*Agriculture generates \$51.5 billion for Wisconsin*

200 North Jefferson Street • Suite 146-A • Green Bay, WI 54301-5198 • 920-448-5110 • Wisconsin.gov

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7/6/06



# Department of Agriculture, Trade and Consumer Protection

## Motor Vehicle Repair

To Businesses:

We encourage consumers to use this form when they first contact you with a problem.  
Please take this opportunity to promote your business by quickly working out this dispute.

In person  
MAR 28 2006

1. How do we contact you?

GREEN BAY REGIONAL OFFICE

Name: (Mr. Mrs. Miss Ms.)

(circle one)

(first)

(middle)

(last)

Home Phone:

Work Phone:

ext.

Email:

Phone me between 8:00 A.M. and 4:00 P.M. at:

(circle one)

Home

Work

Best time:

any time

Address:

PO Box:

Apt.#

City: GREEN BAY

State: WI

Zip:

County: BROWN

2. What business is your complaint against?

Name of business or repair shop:

VAN BOXTEL FORD

Address:

1010 S MILITARY

PO Box:

Apt.#

City: GREEN BAY

State: WI

Zip: 54304

County: BROWN

Phone: (700) 499-3131

Name of person

you talked to: SEVERAL

Title:

Information about your complaint

3. Date of transaction:

Month:

SEPTEMBER

Day:

30

Year:

2004

4. Type of vehicle involved:

Make:

FORD

Model:

F-150 CONVERSION VAN

Year: 2003

VIN#:

1FDRE14603H

5. At the time of the repair, was the vehicle covered by a salvage certificate? ..... Yes ☐ No ☒

6. How did you deliver your vehicle to the shop? ☒ Drove it in ☐ It was towed ☒ It was towed and I was along

7. What repairs did you ask the shop to do? MANY THINGS FROM THE TIME I'VE OWNED IT

8. Were instructions written on the original repair order? ..... Yes ☒ No ☐

9. How did you first order the repairs? ☐ By telephone ☒ In person, by speaking to a shop representative

☐ By written instructions

☐ Other, explain

10. Did you receive a price estimate before the work was started? ..... Yes ☐ No ☒

If yes:

List amount of estimate \$ 100.00

Was the estimate written on the original repair order? ..... Yes ☒ No ☐

Did you sign the estimate section of the work order? ..... Yes ☒ No ☐

11. Did you receive a copy of the original repair order before repairs were started? (enclose copy if available) ..... Yes ☒ No ☐

12. Were additional repairs performed? ..... Yes ☒ No ☐

If yes:

List the additional repairs: Not sure

Did the shop provide a new total estimate for all repairs? ..... Yes ☐ No ☒

Did you approve the additional repairs? ..... Yes ☒ No ☐

How did you approve?

☒ By phone

☒ In person

13. In your opinion, did the shop: Recommend repairs that were not needed? ..... Yes ☐ No ☒

Make repairs without permission? ..... Yes ☐ No ☒

Force you to pay for repairs that were done without your permission? ..... Yes ☐ No ☒

Fail to return replaced parts upon request? ..... Yes ☐ No ☒

Charge for repairs that were not made? ..... Yes ☐ No ☒

Charge for repairs that were not needed? ..... Yes ☐ No ☒

Fail to perform the repairs in a satisfactory manner? ..... Yes ☒ No ☐

Refuse to honor a written guarantee? ..... Yes ☐ No ☒

IMPORTANT: More questions on the back page (over)

14. Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? ..... Yes ☐ No ☒
15. List the amount of the final repair bill: \$ \_\_\_\_\_ (excluding sales tax and towing)
16. When repairs were finished, did you receive a final invoice itemizing the parts and labor? (enclose copy if available) Yes ☒ No ☐
17. Did you contact the business about your complaint? ☒ Yes ☐ No When? Nothing What happened?
18. Have you filed this complaint with another agency? ☒ Yes ☐ No Agency name: D.O.T. SAFETY What happened? Nothing so far
19. Have you contacted a private attorney? ☒ Yes ☐ No Have you started court action? ☐ Yes ☒ No

20. Describe your complaint in detail. (Please provide copies of any papers, including the invoices, contracts, proof of payment, warranties.) Attach additional sheets if necessary. This vehicle was brought in for

a lot of things but the one that concerns me most is the fact  
the gas pedal has stuck on me 3 times since I owned it  
the first time causing me to damage the vehicle 2nd time  
on the 172 interstate exiting on the 6V Exit 3rd time having  
the cruise control set at 60 mph. the pedal went where it needed  
to go to maintain that speed going over Townshine bridge  
but stayed there coming down the other side I was doing  
95 mph. Had it towed in. This only happens when it's  
cold out 10 degrees or less. I feel this vehicle is a safety  
hazard too many days out of service and has been damaged twice

21. How do you feel your complaint should be resolved? (please be specific) Refund (Full)  
in the safety report it states a hill it was Town drive budge.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: \_\_\_\_\_

Date: 3/28/06

Return this form and copies of your papers to our office located nearest to the business:

|                                  |                                  |                                  |                                  |
|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| <b>NORTHWEST REGIONAL OFFICE</b> | <b>SOUTHEAST REGIONAL OFFICE</b> | <b>NORTHEAST REGIONAL OFFICE</b> | <b>SOUTHWEST REGIONAL OFFICE</b> |
| 3610 Oakwood Hills Pkwy          | 10930 W Potter Rd Ste C          | 200 N Jefferson St Ste 146A      | PO Box 8911                      |
| Eau Claire WI 54701              | Milwaukee WI 53226-3450          | Green Bay WI 54301               | Madison WI 53708-8911            |
| (715) 839-3848                   | (414) 266-1231                   | (920) 448-5110                   | (608) 224-4960                   |
| FAX: (715) 839-1645              | FAX: (414) 266-1235              | FAX: (920) 448-5118              | FAX: (608) 224-4963              |

If the business is located outside of Wisconsin return this form to our Consumer Information Center:

**DATCP - CONSUMER INFORMATION CENTER**

PO Box 8911

Madison WI 53708-8911

(800) 422-7128

FAX: (608) 224-4939

TDD: (608) 224-5058

EMAIL: [datcp hotline@datcp.state.wi.us](mailto:datcp hotline@datcp.state.wi.us)

WEBSITE: <http://datcp.state.wi.us/>

This is from the first time the gas pedal stuck  
They also had to replace the running boards and  
repair the rocker panel. ~~That~~ it was brought in  
twice because the running boards did not fit  
correctly. come to find out after driving to  
A J Van's that the boards were not the correct  
ones and that A J did not even carry that  
brand. Got <sup>Van better</sup> Ford on the phone got the right one's  
ordered they had to drive to Valdara to A J  
and get it fixed right. if they had done that  
in the first place it would have saved me a  
trip and they would not have gotten caught in  
a lie.

*Before I purchased it*

| PART NUMBER | PART DESCRIPTION     | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|----------------------|----------|----------|----------------|----------------|
| F5OZ 9801BA | ELEMENT ASY-AIR CLEA | 001      | 04S23B   |                |                |

INSTALL NEW AIR FILTER ELEMENT

05/10/2004

DEALER: Maritime Ford-Linc-Merc, Inc.

WARRANTY CLAIM NUMBER: 124938

ODOMETER: 000045M

| PART NUMBER   | PART DESCRIPTION   | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC       |
|---------------|--------------------|----------|----------|----------------|----------------------|
| XC2Z 15K602AA | RECEIVER REM/CNTRL | 001      | 12651D4  | 42             | DOES NOT OPERATE PRO |
|               |                    | 000      | 12651D   |                |                      |
|               |                    | 000      | 12651DX1 |                |                      |
|               |                    | 000      | 12651D2  |                |                      |
|               |                    | 000      | 14200A   |                |                      |
|               |                    | 000      | MT15K602 |                |                      |

PERFORM PIN POINT TEST A1 A2 A3 NEEDS DOOR LOCK CONTROL MODUAL ORDER PART RE PLACED DOOR LOCK MODULE ASSY NO LABOR OPERATION TO REPLACE MODULE

05/10/2004

DEALER: Maritime Ford-Linc-Merc, Inc.

WARRANTY CLAIM NUMBER: 124938

ODOMETER: 000045M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
| E8ZZ 1012A  | WHEEL LUG NUT    | 001      | 1107B    | 01             | BROKEN/CRACKED |
| YC2Z 1107AB | HUB BOLT         | 010      |          |                |                |

REPLACED TWO REAR STUDS

**SYMPTOM CODE INFORMATION****497000 - ENGINE NOISE CONCERNS****SPECIAL SERVICE MESSAGES****17320 1997-2004 MULTIPLE VEHICLES WITH 5.4L 2-VALVE - BROKEN EXHAUST STUDS**

SOME 1997-2004 E-SERIES/EXPEDITION, 1997-2003 F-150, 1998-1999 NAVIGATOR AND 1999-2004 SUPER DUTY F-SERIES VEHICLES EQUIPPED WITH A 5.4L 2-VALVE NON- SUPERCHARGED ENGINE MAY EXHIBIT BROKEN EXHAUST MANIFOLD STUDS. TO SERVICE, REPLACE THE EXHAUST MANIFOLD AND MANIFOLD GASKET(S) AND ALL EXHAUST MANIFOLD STUDS AND NUTS ON THE AFFECTED BANK WITH STAINLESS STEEL STUDS (W703902-S403) AND NUTS (W701706-S2).

EFFECTIVE DATE: 11/06/2003

**16403 1999-2003 VEHICLES EQUIPPED WITH A 5.4L-2V/4V OR 6.8L-2V ENGINE - LIGHT TICK OR RATTLE TYPE NOISE FROM ENGINE AFTER COLD START**

SOME 1999-2003 E-SERIES, F-SERIES, EXPEDITION/NAVIGATOR, 2000-2003 EXCURSION AND 2002-2003 BLACKWOOD VEHICLES EQUIPPED WITH A 5.4L-2V/4V OR 6.8L-2V ENGINE MAY EXHIBIT A LIGHT TICKING OR RATTLING TYPE NOISE AFTER A COLD START WHICH MAY LAST UNTIL ENGINE WARM UP. THE NOISE IS DUE TO THE COMBINATION OF LIGHT LOAD OPERATING CONDITIONS AND THE NORMAL BORE CLEARANCES PRESENT IN A COLD ENGINE. THIS NOISE DOES NOT AFFECT PERFORMANCE OR LONG-TERM DURABILITY OF THE ENGINE.

EFFECTIVE DATE: 11/13/2002

**16166 2003 VARIOUS VEHICLE LINES - GRUNT/POP NOISE FROM COMPRESSOR UPON ENGINE START-UP**

SOME VEHICLES WITH AIR CONDITIONING UTILIZING R-134A MAY EXHIBIT A MOMENTARY GRUNT/POP AFTER BEING PARKED FOR SOME TIME AND THE COMPRESSOR IS ENGAGED BEFORE THE ENGINE COMPARTMENT HAS WARMED UP. THIS IS DUE TO R134A BEING PUMPED OUT OF THE COMPRESSOR. R134A WILL TRAVEL TO THE COOLEST POINT (THE COMPRESSOR) ONCE THE ENGINE HAS COOLED, DUE

From what i figure this was a common  
problem with the Canadian 5.4L engines made in  
Winso Canada.

|         |                |     |         |    |                                 |
|---------|----------------|-----|---------|----|---------------------------------|
| 1624630 | DOOR ASSY-REAR | 000 | 24630AT | 07 | IMPROPERLY ADJUSTED/FITS POORLY |
|         |                | 000 | B       |    |                                 |

ALIGN SIDE CARGO DOORS ALIGN HINGES AND WSTRIPS

09/29/2004

DEALER: Van Boxel Ford, Inc.

WARRANTY CLAIM NUMBER: 067368

ODOMETER: 002337M

| PART NUMBER | PART DESCRIPTION     | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|----------------------|----------|----------|----------------|----------------|
| F50Z 9601BA | ELEMENT ASY-AIR CLEA | 001      | 04S23B   |                |                |

INSTALL NEW AIR FILTER ELEMENT

05/10/2004

DEALER: Maritime Ford-Linc-Merc, Inc.

WARRANTY CLAIM NUMBER: 124938

ODOMETER: 000045M

| PART NUMBER   | PART DESCRIPTION   | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC            |
|---------------|--------------------|----------|----------|----------------|---------------------------|
| XC2Z 15K602AA | RECEIVER REM/CNTRL | 001      | 12651D4  | 42             | DOES NOT OPERATE PROPERLY |
|               |                    | 000      | 12651D   |                |                           |
|               |                    | 000      | 12651DX1 |                |                           |
|               |                    | 000      | 12651D2  |                |                           |
|               |                    | 000      | 14200A   |                |                           |
|               |                    | 000      | MT15K802 |                |                           |

PERFORM PIN POINT TEST A1 A2 A3 NEEDS DOOR LOCK CONTROL MODUAL ORDER PART RE PLACED DOOR LOCK MODULE ASSY  
NO LABOR OPERATION TO REPLACE MODULE

05/10/2004

DEALER: Maritime Ford-Linc-Merc, Inc.

WARRANTY CLAIM NUMBER: 124938

ODOMETER: 000045M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
| E8ZZ 1012A  | WHEEL LUG NUT    | 001      | 1107B    | 01             | BROKEN/CRACKED |
| YC2Z 1107AB | HUB BOLT         | 010      |          |                |                |

REPLACED TWO REAR STUDS

[Click Here for Full Warranty History](#) **SYMPTOM CODE INFORMATION**

497000 - ENGINE NOISE CONCERNS

**SPECIAL SERVICE MESSAGES****18310 1995-2005 MULTIPLE VEHICLES - REPAIR PROCEDURE FOR STRIPPED OR MISSING SPARK PLUG PORT THREADS**DO NOT SERVICE STRIPPED OR MISSING SPARK PLUG PORT THREADS USING ANY TYPE OF THREAD REPAIR KITS (E.G. HELICOIL). IT IS LIKELY THAT ENGINE FAILURE WILL OCCUR BECAUSE THE HEAT TRANSFER FUNCTION BETWEEN THE SPARK PLUG AND CYLINDER HEAD WILL BE AFFECTED, CAUSING PRE-IGNITION. TO SERVICE STRIPPED OR MISSING SPARK PLUG PORT THREADS, REPLACE THE CYLINDER HEAD. REFER TO WORKSHOP MANUAL SECTION 303-01 FOR CYLINDER HEAD REPLACEMENT PROCEDURE AS NEEDED.  
**EFFECTIVE DATE: 11/23/2004**

[Print Page Click Here](#)**OASIS RESULT:**

1FDRE14L03H

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See bottom of the OASIS result for contact ID 03/16/2005 14:13:16

**VEHICLE INFORMATION**VEHICLE DESCRIPTION  
2003 E-SERIESBODY STYLE  
E-150 STD LN CARGOENGINE  
5.4L SOHC EFITRANSMISSION  
4R70W 4 SPD AUTOAXLE CODE  
H9ENGINE CALIBRATION  
3E414E0A**GENERAL WARRANTY INFORMATION**WARRANTY START DATE  
09/30/2004BUILD DATE  
07/28/2003

SALE MILEAGE

**WARNING MESSAGES**

ATTENTION TECHNICIANS AND SERVICE MANAGERS:  
BEFORE REPLACING DIESEL HIGH PRESSURE PUMP (-9A543-) SEE TSB 04-04-04  
BEFORE REPLACING 7.3L DIESEL TURBO PEDESTALS (-6N639-) SEE TSB 04-20-02  
LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

THIS VEHICLE HAS AN OPEN CUDL CONTACT

**OUTSTANDING FIELD SERVICE ACTIONS**

04N03

ADDITIONAL WARRANTY COVERAGE FOR ANTI-LOCK BRAKE SYSTEM MODULE

**EXTENDED COVERAGES**

NO ESP INFORMATION AVAILABLE

**REPAIR HISTORY**

10/21/2004

DEALER: Van Bortel Ford, Inc.

WARRANTY CLAIM NUMBER: 069018

ODOMETER: 004746M

| PART NUMBER    | PART DESCRIPTION    | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|----------------|---------------------|----------|----------|----------------|----------------|
| 3C2Z 2K021AA   | CALIPER - BRAKE KIT | 001      | 04S22B   |                |                |
| PERFORM RECALL |                     |          |          |                |                |

10/06/2004

DEALER: Van Bortel Ford, Inc.

WARRANTY CLAIM NUMBER: 067952

ODOMETER: 002519M

| PART NUMBER | PART DESCRIPTION | QUANTITY | LABOR OP | CONDITION CODE | CONDITION DESC |
|-------------|------------------|----------|----------|----------------|----------------|
|             |                  |          |          |                |                |

This was damage that was done when it was brought in the second time for the throttle sticking. they backed into a cabinet damaging the cargo door.

Had to keep trying to work the gas pedal to  
get the engine to slow down ~~enough~~ enough to get the  
vehicle off the G.V. exit to the GV Shell station  
left it run till the ice in the throttle bore thawed  
out.

**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).**