

THOMAS J. MILLER
ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION



Address Reply To:
HOOVER BLDG 1305 E. WALNUT
DES MOINES, IOWA 50319

TELEPHONE: 515-281-5926
TOLL FREE: 888-777-4590 (IN IOWA)
TELEFAX: 515-281-6771

Department of Justice

July 6, 2006

Des Moines, IA

RE: CPD SOI vs Ford Motor Company --04592

File # 2002-31389

(Please refer to the above file number when communicating with our office.)

Dear

We have received and reviewed your letter about the above referenced matter. From the information you provided, it appears your inquiry may be more appropriately reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was forwarded to that agency for review. We anticipate the agency may respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to take action, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit without the assistance of a private attorney if your claim is within the monetary limit for small claims court jurisdiction. In Iowa that limit is \$5,000.00. If your small claims lawsuit is to be filed in another state, you may wish to consult the appropriate clerk of court in that state.

If your search for an attorney is difficult, you may wish to ask friends for recommendations. In addition, the Iowa State Bar Association operates a Lawyer Referral Service. You may call that service at 800-532-1108 (Iowa only) or 515-280-7429 for more information. As another option, telephone directories typically have listings for lawyers in the yellow pages section under "Attorneys."

Thank you for contacting us regarding this matter.

Sincerely,

A handwritten signature in cursive script that reads "Stephen Switzer".

STEPHEN SWITZER
Investigator

cc: National Highway Traffic Safety Administration
✓ Department of Transportation
400 7th Street, SW, Room 2318
Washington, DC 20590

10163687

AG CONSUMER

Sent: Thursday, March 23, 2006 10:20 AM
To: AG CONSUMER
Subject: AG Office Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
[REDACTED] on Thursday, March 23, 2006 at 10:19:43

name: [REDACTED]
address: [REDACTED]
city: DES MOINES
state: Io
zipcode: [REDACTED]
homephone: [REDACTED]
workphone: [REDACTED]
age: 51
respname: Ford Motors
vin: 1FTRX12W34N [REDACTED]
product: FORD EXPLORER-2003
FORD F-150-2004
newused: New
contatty: No
resolvefair: MY WINDSHIELD REPLACED

comments: MY WIFES EXPLORER GOT A ROCK CHIP NEXT THING THE CRACK IS ALL ACROSS THE WINDSHIELD. NOW MY TRUCK HAS A ROCK CHIP AND THE CRACK IS GOING ACROSS THE WINDSHIELD. I WORK WITH A GUY WHO OWNS A FORD ESCAPE AND HAD THE SAME THING. ARE THEIR WINDSHIELDS OF POOR QUALITY OR WHAT? I HAVE HAD VEHLICES IN THE PAST HAVE ROCK CHIPS AND THAT IS AS FAR AS THEY WENT. WHEN I TOOK HER EXPLORER IN THE MECHANIC SAID ITS RARE FOR IT TO CONTINUE TO CRACK. SO WHAT GIVES WITH THESE WINDSHIELDS? I CANT AFFORD TO REPLACE IT EVERY TIME I TURN AROUND.

submit: Send in the complaint

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; General Mills, Inc -6SP1; .NET CLR 1.1.4322; .NET CLR 2.0.50727)

Amamari
7/20/06