





Department of Agriculture, Trade and Consumer Protection

JUL 19 2006

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Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr.) Mrs. Miss Ms.) [redacted] (first) [redacted] (middle) [redacted] (last)

Home Phone: [redacted] Work Phone: ( ) [redacted] ext. [redacted] or ( ) [redacted] ext. [redacted]

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: anytime

Address: [redacted] PO Box: [redacted] Apt.# [redacted]

City: Calvey State: WI Zip: [redacted] County: DUNN

2. What business is your complaint against?

Name of business: Link Bros Rice Lake, WI

Address: Rice Lake Dr PO Box: [redacted] Apt.# [redacted]

City: 2700 Decker State: WI Zip: 54868 County: Barron

Phone: (800) 877-5051 Name of person you talked to: Tim Schuler Title: CEO WDATCP

Information about your complaint: call 877-5051900

3. Which of the following best describes your first contact with the business: (check one)

- Person from business came to my home
Person from business called me
Business sent me information in the mail
I attended a convention or trade show
I went to the business
I telephoned the business
I responded to a radio or TV ad
I responded to a printed advertisement

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Internet NORTHWEST REGIONAL OFFICE TRADE AND CONSUMER PROTECTION DIV.

4. When did the first contact occur? month: 3 year ago day: year: 2002

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) 2001 Ford 250 H.D

7. Was it advertised? (circle one) No Yes Date: 2001 Where:

8. Did you sign a contract? (circle one) No Yes Date: Number on contract, policy or receipt

9. If yes, where were you when you signed the contract?

10. Amount paid: \$ 31,000 by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one) At my home Over the telephone by credit card By mail At the company's place of business At a convention or trade show In someone else's home Internet

12. Did you contact the business about your complaint? Yes No When? What happened?

13. Have you filed this complaint with another agency? Yes No Agency name? What happened?

14. Have you contacted a private attorney? Yes No Have you started court action? Yes No

15. Describe your complaint in detail. I bought a brand new 2001 Ford F250 at Link Brothers in Rice Lake. When the truck reached 37,000 miles it began to weave on the road. I took it back to the dealership. They told me that I need to buy new tires for it and have it realigned. I did this and it still didn't help. I took it to a couple of other Ford dealerships. They told me that they have several of these trucks that come in with the same problem. They told me that the front end was changed and that is what causes the weaving.

I believe that I spent my hard earned money for tires and that didn't fix the problem.

Three people have told me that the front end should have grease fittings and it doesn't.

When I just bought the truck it was fine and now it weaves.

16. How do you feel your complaint should be resolved? (please be specific) I believe that Ford Motor Company should be responsible for the cost to make my truck run correctly. I would also like the parts guaranteed. I believe service after a sale is very important.

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: 7-11-06

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

<b>NORTHWEST REGIONAL OFFICE</b> 3610 Oakwood Hills Pkwy Eau Claire WI 54701 FAX: (715) 839-1645	<b>SOUTHEAST REGIONAL OFFICE</b> 10930 W Potter Rd Ste C Milwaukee WI 53226-3450 (414) 266-1231 FAX: (414) 266-1235	<b>NORTHEAST REGIONAL OFFICE</b> 200 N Jefferson St Ste 146A Green Bay WI 54301 (920) 448-5110 FAX: (920) 448-5118	<b>CONSUMER INFORMATION CENTER</b> 2811 Agriculture Dr PO Box 8911 Madison WI 53708-8911 (608) 224-4976 FAX: (608) 224-4939
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If the business is located outside of Wisconsin return this form to our Consumer Information Center.

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939  
TDD: (608) 224-5058  
EMAIL: datcph hotline@datcp.state.wi.us  
WEBSITE: www.datcp.state.wi.us