

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



CL-10181634-5488

P.O. BOX 30213
LANSING, MICHIGAN 48909

2007 JAN 31 AM 9:40

MIKE COX
ATTORNEY GENERAL

January 22, 2007

Refer to AG No.: 200700155
Web No.: cp62in9301

FORD MOTOR COMPANY
16800 EXECUTIVE PLAZA DR
DEARBORN MI 48126

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office by the above. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be recontacting you regarding this matter.

Sincerely yours,

MIKE COX
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(517) 241-3771 - Fax

Enc.
1048
cc, US Dept of Transportation

LB
1/31/07
cc

CP INTERNET WEB COMPLAINT

Date Received: 01/08/2007

CP No. 200700155

Internet ID No. cp62in930l

Present Status: Open

Consumer Information

Name [REDACTED]

Address [REDACTED]

City, State, Zip ROYAL OAK MI [REDACTED]

County OAKLAND

Home Phone No. [REDACTED]

Work Phone No. [REDACTED]

Primary Company Complained Against

Name ROYAL OAK FORD

Address 27550 NORTH WOODWARD AVE.

City, State, Zip ROYAL OAK MI 48067

County OAKLAND

Company Ph No. (248) 544-6524

Company Fax No. [REDACTED]

Company Email [REDACTED]

Company Website http://www.royaloakford.com/

Secondary Company Complained Against

Name FORD MOTOR COMPANY

Address P.O. BOX 6248

City, State, Zip DEARBORN MI 48126

Company Ph No. 1-800-392-3673

Company Fax No. [REDACTED]

Company Email [REDACTED]

Complaint Information

Did you sign a contract? y Y = Yes N = No

Where did you sign this contract? ROYAL OAK FORD DEALERSHIP

Is there a court action pending? n Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year: FORD, MUSTANG, 2006

VIN No.: 1ZVFT80N26 [REDACTED]

Is there additional documentation being forwarded?

How? [REDACTED]

Complaint Detail Information

I purchased a new 2006 Ford Mustang from Royal Oak Ford near the end of March, 2006 (03/30/2006). Since the first part of December, my vehicle no longer allows correct flow of gasoline into my gas tank. This was a brand new development and I have never had problems with this previously. When the gas hose and nozzle are inserted into the tank for filling, the gas would stop at less than 10 gallons and the handle on the gas hose would no longer engage.

I found that there was a manufacturer's bulletin in regards to this problem and called my dealership (Royal Oak Ford) to fix this problem. First off, the service center tried to tell me that this was a new unique problem and might require some research, until I informed them that I was aware of the bulletin. It was not until I told them about my knowledge of the problem that they decided to schedule me in to take a look. I dropped the vehicle off on the 18th and picked it up again on the 19th.

At this point, the service center informed me that I had the updated part, and that they had duplicated the problem, but they did not offer a fix for it and in fact refused to fix the problem. The solution they gave me included inserting the gas nozzle at a sideways or upside-down angle in order to fill the tank. At this point, I pointed out that efforts to do such in the past had resulted in gasoline spilling, as with the inverted or sideways insertion, the automatic kick-off would not engage and the tank would continue to fill unless I manually stopped it. This was not a concern to them and when I insisted this was a safety issue, the manager of the service department screamed at me in the parking lot. At this point, I no longer felt safe dealing with these people and left. I contacted Ford Motor Company and they have informed me that they would do nothing to fix this problem and that I should follow the dealership's recommendations.

On Friday, January 5th, while fueling my vehicle in the manner prescribed by both Royal Oak Ford and the Ford Motor Company, I ended up with gasoline sprayed on myself, my car, the pump and the ground around me. This meant that I ended up having to drive my car home with the windows completely down to keep from asphyxiating from the fumes, never mind driving in 20 miles in the Michigan winter with my windows all the way down.

I contacted Ford Motor Company again today and they continue to refuse to service this problem. It is at the point where I can even fill my gas tank without both health and fire hazard worries and no one will help me. I love my new car and only ask that the warranty be honored and they either repair the problem I am having with my own vehicle, or replace it with a car that no longer suffers these potentially catastrophic problems.

Also, while reviewing my case, I went to compare the paperwork that I left the dealership with to the maintenance log on the myford.fordvehicles.com and found that rather than list the shop time as warranty/defect attention, they have listed it in 4 places as Scheduled Maintenance, UNKNOWN in another and Electrical in a 3rd place, which does NOT represent the issues that brought my vehicle to the shop. It is my belief that this company is intentionally mischaracterizing the repair in order to be able to dispute the gas fill up issue. Either way, the information Royal Oak Ford entered regarding my vehicle service on that date is patently false, and I do have hard copies of the repair work to back this up.

Please help me. The Dealership and Ford Motor refused and I am stuck. It is to the point now where I am afraid to put gas in my own car, for fear of taking another shower in the stuff.