



State of Wisconsin
Jim Doyle, Governor

CL 10196922

Department of Agriculture, Trade and Consumer Protection

Rod Nilsestuen, Secretary

2007 JUL 11 AM 8:32

June 28, 2007

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

RE: **File 483843** (Refer to this number when contacting our agency)

██████████
WAUKESHA WI ██████████

RECEIVED
JUL 10 P 3:16
OFFICE OF THE SECRETARY
DEPARTMENT OF AGRICULTURE, TRADE & CONSUMER PROTECTION

Dear Sir/Madam:

I received a complaint from ██████████ 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 ██████████ 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,

Andrea M. Loudon

Andrea M. Loudon
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Andrea.Louden@datcp.state.wi.us

Enc.:

C: National Highway Traffic Safety Administration
Center for Auto Safety

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • 608-224-5012 • Wisconsin.gov

mc
7/11/07
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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]
(circle one)

(first)

JUN 15 2007

(middle)

(last)

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

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

Address: [REDACTED] PO Box: Apt.#City: WAUKESHA State: WI Zip: [REDACTED] County: WAUKESHA

2. What business is your complaint against?

Name of business: FORD MOTOR CO. CUSTOMER RELATIONSHIP CENTERAddress: PO Box: 6248 Apt.#City: DEERBORN State: MI Zip: 48126 County:Phone: () Name of person you talked to: ? Title: CUST. REL. REPR.

Information about your complaint

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

- ☐ Internet
☐ Email

4. When did the first contact occur? month: MAY day: 30 year: 20075. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older6. What product or service did you buy? (please be specific) AUTOMOBILE7. Was it advertised? (circle one) No Yes Date: N/A Where:8. Did you sign a contract? (circle one) No Yes Date: N/A Number on contract, policy or receipt9. If yes, where were you when you signed the contract? N/A10. Amount paid: \$ N/A 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? 5-30-07 What happened? ABSOLUTELY NOTHING13. 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. SEE ATTACHED LETTER

16. How do you feel your complaint should be resolved? (please be specific) SOME FINANCIAL RESPONSIBILITY SHOULD BE SHOULDERS BY THE MFR.

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: [REDACTED] Date: 6-13-07

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

NORTHWEST REGIONAL OFFICE	SOUTHEAST REGIONAL OFFICE	NORTHEAST REGIONAL OFFICE	CONSUMER INFORMATION CENTER
3610 Oakwood Hills Pkwy	10930 W Potter Rd Ste C	200 N Jefferson St Ste 146A	2811 Agriculture Dr PO Box 8911
Eau Claire WI 54701	Milwaukee WI 53226-3450	Green Bay WI 54301	Madison WI 53708-8911
FAX: (715) 839-1645	(414) 266-1231	(920) 448-5110	(608) 224-4976
	FAX: (414) 266-1235	FAX: (920) 448-5118	FAX: (608) 224-4939

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: datcpHotline@datcp.state.wi.us
WEBSITE: www.datcp.state.wi.us

Date: May 30, 2007

Re: Lincoln Town Car
Vin #1LNFM82W7W [REDACTED]
Left outer tie rod end

My wife drives a 1998 Lincoln Town car with 73k miles. While backing out of the garage, the left tie rod dropped from its retainer. I had to have the vehicle towed for repairs, as steering was impossible.

The primary issue that concerns me is what could have happened if this failure occurred at highway speed. In my 53 years of driving, I have never had a mechanical failure of this potentially dangerous nature occur. We are both fortunate in that my wife is unhurt and you are not being contacted by my attorney as a result of that failure.

I have since been advised by the repair facility that new ball joints are also required to allow for proper alignment. The total cost will exceed \$650.00. The same repair facility advises that my Ford pickup truck will also require ball joints for \$850.00

All the aforementioned expenses would have been unnecessary if the parts that failed had grease fittings, as I maintain both vehicles on the basis of every 3000 miles. The replacement parts do have grease fittings and will in all probability last for the life of the vehicles.

I wonder how much was saved by using parts without grease fittings? You save pennies on manufacturing to pay million dollar packages for your upper echelon. It is not hard to see why foreign manufacturers are cutting into your bottom line. It would appear that greed and planned obsolescence are also on your agenda.

I seriously doubt that I will purchase any Ford products in the immediate future.

I await your response,

[REDACTED]



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

RETURN SERVICE REQUESTED

NATIONAL HWY TRAFFIC SAFETY ADMIN
US DEPT OF TRANSPORTATION
400 7TH ST SW
WASHINGTON DC 20590

E*WKSS1 20590

