

CL-10203728-2244



2007 SEP 11 AM 10:05

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

August 30, 2007

NHTSA Headquarters
400 Seventh Street, SW
Washington, DC 20590

Re: Ford Motor Company
File No: 2007-CONSC-00193680

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a complaint concerning an Illinois business which is regulated by the NHTSA. We have attached a copy of this complaint for your information and review.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

[Redacted signature]

[Redacted name]

Citizen's Advocate
Consumer Protection Division

[Redacted address]

/jsm

MC
09/11/07
K



LISA MADIGAN

Illinois Attorney General
 Consumer Fraud Bureau
 100 West Randolph Street, 12th Floor
 Chicago, IL 60601
 312-814-3000
 1-800-386-5438 (Toll free in IL)
 TTY: 1-800-964-3013
www.IllinoisAttorneyGeneral.gov

| | |
|-----------------|-------|
| Office Use Only | |
| CLMS: | _____ |
| AG: | _____ |

YOUR INFORMATION: NAME OF SELLER OR PROVIDER OF SERVICE:

| | |
|--|---|
| Name: Mr. Mrs. (or Initials) [Redacted] | Name: <i>Ford Motor Co.</i> |
| Address: [Redacted] | Address: |
| City: State: Zip code: County: <i>Antioch, IL [Redacted] Lake</i> | City: State: Zip code: |
| Your Telephone Number Daytime: [Redacted] Evening: [Redacted] | Telephone () Website: |
| Your e-mail address (optional): [Redacted] | Additional seller or provider of service involved in transaction: Name: Address: City: State: Zip code: Telephone () Website: |
| Are you a senior citizen? <input checked="" type="radio"/> Yes <input type="radio"/> No | |
| Who referred you to this office? <i>NO ONE</i> | |

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes No

If yes, please give name, address, telephone number #. _____

Is court action pending? Yes No

HOW DID YOU LEARN ABOUT THE TRANSACTION?

Date of Transaction: _____ Did you sign a contract? Yes No Date contract was signed: _____
 (If yes, please attach a copy)

Was the product or service advertised? Yes No When? _____ (Please attach a copy of the advertisement, if available)

| | |
|--|---|
| How was the service advertised? <input type="checkbox"/> Newspaper/magazine <input type="checkbox"/> Radio advertisement <input type="checkbox"/> Television advertisement <input type="checkbox"/> Internet advertisement <input type="checkbox"/> E-mail solicitation <input type="checkbox"/> Direct mail solicitation <input type="checkbox"/> Telephone solicitation <input type="checkbox"/> Yellow pages of the telephone book <input type="checkbox"/> Facsimile solicitation <input type="checkbox"/> Door-to-door solicitation <input type="checkbox"/> Display at merchant's place of business | Total Cost of product/service: \$ _____ Amount paid to date/down payment: \$ _____ Method of payment (circle one) (Please attach a copy) Cash Check Money Order Credit Card Debit Card Bank Draft Wire Transfer Automatic Debit Other _____ If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes <input type="radio"/> No <input type="radio"/> |
|--|---|

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) _____
- There was no transaction

Have you complained to the company or individual?

Yes No

If yes, provide name and phone number of the individual(s):

David Lincoln Miller
David Lincoln Miller
Contract # 11231-3900

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

| | | | | |
|---|---|------------------------------|--|--|
| Make: <u>Lincoln</u> | Model: <u>Continental</u> | Year: <u>2001</u> | New: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | As-is: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Warranty: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | Name of Extended Warranty: <u>Premium Care 6000</u> | Purchase Date: <u>1-1-03</u> | Current Mileage: <u>76,600</u> | Mileage at Purchase: <u>54439</u> |
| Expiration Date: _____ | | | | |

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS

I called Ford Motor Co. Customer Service regarding my Ford Mustang seat. Something is wrong with the seat because I'm getting condensation in the back. I've had it over my life and I've never replaced it and I don't know why. I've had it for 10 years plus and have never had a problem with it. While I was at the dealer in North Carolina there was another person there with the same problem and his friends that had the same problem with Ford. This is obviously a common car seat defect.

I would like to know why Ford will not do it the seat.

What form of relief are you seeking? (i.e. exchange, repair, money back, product delivery, etc.) If necessary replace

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: _____

Date: 7-24-07

Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.



LISA MADIGAN

Illinois Attorney General
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| Office Use Only | |
| CLMS: | 193680 |
| AG: | |

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CONSUMER FRAUD

YOUR INFORMATION:

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr., Mrs., Ms. (circle one)
 [Redacted]
 Address:
 [Redacted]
 City: State: Zip code: County:
 Antioch, IL [Redacted] Lake
 Your Telephone Number:
 Daytime [Redacted]
 Evening [Redacted]
 Your e-mail address (optional):
 [Redacted]
 Are you a senior citizen?
 Yes No
 Who referred you to this office?
 No one

Name:
 Ford Motor Co.
 Address:
 City: State: Zip code:
 Telephone ()
 Website:
 Additional seller or provider of service involved in transaction:
 Name:
 Address:
 City: State: Zip code:
 Telephone ()
 Website:

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes No
 If yes, please give name, address, telephone number #.
 Is court action pending? Yes No

INFORMATION ABOUT THE TRANSACTION

Date of Transaction: Did you sign a contract? Yes No Date contract was signed:
 (If yes, please attach a copy)
 Was the product or service advertised? Yes No When? (Please attach a copy of the advertisement, if available)

- How was the service advertised?
- Newspaper/magazine
 - Radio advertisement
 - Television advertisement
 - Internet advertisement
 - E-mail solicitation
 - Direct mail solicitation
 - Telephone solicitation
 - Yellow pages of the telephone book
 - Facsimile solicitation
 - Door-to-door solicitation
 - Display at merchant's place of business
 - Display at a trade show/convention, etc.

Total Cost of product/service: \$
 Amount paid to date/down payment: \$
 Method of payment (circle one) (Please attach a copy)
 Cash _____ Check _____ Money Order _____ Credit Card _____ Debit Card _____ Bank Draft _____
 Wire Transfer _____ Automatic Debit _____ Other _____
 If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes No

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) _____
- There was no transaction

Have you complained to the company or individual?
 Yes No

If yes, provide name and phone number of the individual(s):
Ford Lincoln Dealer
in Ontario # 847-315-3900

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

| | | | | |
|--|---|------------------------------|--|--|
| Make: <i>Lincoln</i> | Model: <i>Continental</i> | Year: <i>2001</i> | New: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | As-Is: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| Warranty: Yes <input type="checkbox"/> No <input type="checkbox"/> | Name of Extended Warranty: <i>Premium Care 500+</i> | Purchase Date: <i>1-1-05</i> | Current Mileage: <i>76,600</i> | Mileage at Purchase: <i>54439</i> |
| Expiration Date: | | | | |

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.

I called Ford Motor Co. customer service regarding my front headlamp seal. Something is wrong with the seal because I'm getting condensation in the lamp. I was told it was my responsibility to fix or replace it and if I didn't it was my fault if it started an electrical fire. I've owned cars for 40 years plus and have never had a problem like this. While I was at the dealer in Ontario there was another person there with the same problem and had friends that had the same problem with Ford. This is obviously a manufacturing defect.

I would like to know why Ford will not fix the seal.

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.) *If necessary replace.*

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: _____ Date: *7-24-07*

Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

That's Right for You

| DEDUCTIBLE OPTIONS | | |
|--------------------|----------|----------|
| | STANDARD | OPTIONAL |
| New Vehicle Plan | \$100 | \$200 |
| Used Vehicle Plan | \$100 | \$200 |

Select the Coverage You Want

| NEW FORD, LINCOLN AND MERCURY VEHICLES | | | | | | |
|--|--------|--------|--------|--------|--------|--------|
| Miles | 3 Year | 4 Year | 5 Year | 6 Year | 7 Year | 8 Year |
| 35,000 | 1 | 2 | 3 | 4 | 5 | 6 |
| 45,000 | 2 | 3 | 4 | 5 | 6 | 7 |
| 55,000 | 3 | 4 | 5 | 6 | 7 | 8 |
| 65,000 | 4 | 5 | 6 | 7 | 8 | 9 |
| 75,000 | 5 | 6 | 7 | 8 | 9 | 10 |
| 85,000 | 6 | 7 | 8 | 9 | 10 | 11 |
| 95,000 | 7 | 8 | 9 | 10 | 11 | 12 |

| NEW NON-FORD VEHICLES | | | |
|--|--------|--------|--------|
| Time and Mileage Choices for Non-Ford Vehicles | | | |
| Miles | 4 Year | 5 Year | 6 Year |
| 60,000 | 1 | 2 | 3 |
| 70,000 | 2 | 3 | 4 |
| 80,000 | 3 | 4 | 5 |
| 90,000 | 4 | 5 | 6 |

Coverage begins at the signature date and current mileage. Coverage expires upon reaching your selected time or mileage whichever occurs first. Some eligibility limitations may apply. Ask your dealer for details.

PRE-OWNED VEHICLES

Coverage begins at the signature date and current mileage. Coverage expires upon reaching your selected time or mileage whichever occurs first. Some eligibility limitations may apply. Ask your dealer for details.

- Failures of covered components due to normal wear resulting from defective material or workmanship are included, in addition to mechanical breakdowns
- For New Plans, coverage begins at the signature date and current mileage. Coverage expires at the number of months or miles purchased from the warranty start date or zero miles, whichever limitation occurs first
- Used Plans must be purchased at the time of vehicle sale
- For Used Plans on non-Ford vehicles and Ford, Lincoln and Mercury vehicles with no remaining New Vehicle Limited Warranty, coverage begins with the date and mileage on the vehicle at time of purchase
- If a pre-owned vehicle has Ford New Vehicle Limited Warranty remaining, a used PremiumCARE plan is a "tack-on" to the warranty. Ask your dealer for details

This brochure is intended to provide general information about Ford ESP. Plans are subject to change without notice. Terms, conditions, benefits, coverage and provider may vary. Please see your dealer for details or refer to your plan provisions. Illustrations used in the brochure are for graphic representation only. Repairs needed to any engine, transmission and final drive components resulting from the use of a non-Ford component such as an aftermarket turbocharger are not covered. In some cases, repairs will be made with authorized new or remanufactured parts after the expiration of the New Vehicle Limited Warranty. See your dealer or your copy of the warranty for complete details on the New Vehicle Limited Warranty.

Florida dealers only: In Florida, Ford ESP is a Service Contract from The American Road Insurance Company, Dearborn, MI 48126. Certificate of Authority #09079.

Arizona dealers only: In Arizona, Ford ESP is a Service Contract from Ford Motor Service Company, P.O. Box 6045, Dearborn, MI 48121: 1-800-382-FORD.

Time/Mileage: 54,439 / 1/11/05

Price: \$ _____



WWW.FORD-ESP.COM

PremiumCARE



500+

Key Components Covered

Extended Service Plan for New and Pre-owned Vehicles

Extended Service Plan from



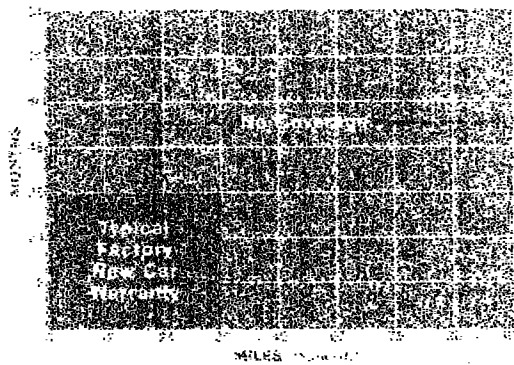
GENUINE PARTS • GENUINE SERVICE
GENUINE PEACE OF MIND

Peace of Mind from Ford

We want you to be completely satisfied with your vehicle ownership experience. That's where ESP (Ford's Premium CARE) comes in. Premium CARE gives you the assurance that your vehicle has the protection it needs. We'll use genuine parts and get the service to keep your vehicle running at its best. All this just comes with a price tag that adds up to genuine peace of mind!

Wife After Mile After Mile ...

You'll have added "peace of mind" every time you get into your vehicle. And Premium CARE's price is so reasonable you could save the amount the plan costs in just one Ford ESP repair! Ask your dealer for details.



The gray area on the chart reflects the protection you'll receive from your vehicle's 3-year/36,000-mile New Vehicle Limited Warranty. The gray area illustrates the time and mileage in which you are responsible for repairs without ESP coverage. Ask your dealer to customize an ESP plan for your needs.

- Covers a variety of other components including labor
- Includes pre-delivery production inspection and the most comprehensive repair plan during and after the New Vehicle Limited Warranty
- Provides towing reimbursement
- Provides rental car reimbursement
- Provides roadside assistance benefits
- On eligible Ford, Lincoln and Mercury vehicles. Road Hazard Tire Coverage may be added.

Coverage provided in U.S. and Canada

With ESP, you're confident knowing you're covered at over 4,600 Ford, Lincoln and Mercury dealers in the U.S. and Canada.

Premium CARE is Ideal if You ...

- Want the "peace of mind" of towing service
- Drive a lot of miles
- Plan to keep your vehicle beyond the New Vehicle Limited Warranty period
- Want towing and rental car reimbursement
- Would like the opportunity to help enhance your vehicle's resale value
- Don't like tourists
- Want the most comprehensive service plan available from Ford Motor Company

May Add Resale Value to Your Vehicle

If you sell your vehicle, the remaining Premium CARE coverage may be transferred to the new owner.

Financing Options

In most cases, the ESP plan may not include your finance contract. Conventional interest installment payment plans with a so-called 5, 11 or 17 month

Transferable

Components

ELECTRICAL

- Alternator
- Charge and Volt Gauges
- Clock (Electric)
- Distributor Assembly
- Distributor Cap and Rotor
- Distributor Housing and Shaft
- Electronic Ignition Module
- Fuel Pump
- Heated Backglass (Electrical Only – Not Glass Damage or Breakage)
- Ignition Coil
- Ignition Lock
- Ignition Module (Electric)
- Ignition Switch
- Wipers (Electrical Only – Not Glass Damage or Breakage)
- Radio Fan Relay
- Spark Plugs
- Starter Motor
- Starter Motor Solenoid
- Temperature Gauge
- Voltage Regulator
- Wiper Motors
- Wiring Harness (Includes Spark Plug Wires)

AIR CONDITIONING AND HEATING

- A/C Amplifier
- A/C Blower
- A/C Blower Control
- A/C Compressor
- A/C Compressor Clutch Switch
- A/C Compressor Head
- A/C Compressor Seal
- A/C Condenser
- Automatic Temperature Control
- Evaporator
- Filter Mat
- Heater Blower Motor
- Heater Control Valve
- Heater Core
- Heater Core Assembly
- Heater Core Plug
- Radiator

HIGH-TECH

- Air Suspension (Selected Electronic Components)
- Anti-theft Alarm (Factory-installed)
- Compass and Thermometer Readout Displays
- Fuel Mixer (Alternative)
- In-Dash Navigation System (Factory-installed)
- Instrument Cluster (Excluding Dash Pad)
- Keyless Entry System (Excluding Door Handles)
- Power Windows
- Power Window Motors and Retainer Clips (Excluding Door Handles)
- Power Windows
- Power Window Motors/Regulators
- Sensor (Alcohol)
- Speed Control

EMISSIONS

- Air Control Valve
- Air Idle Vacuum Valve
- Air Supply Valve (Hose and Tube)
- Air Check Valve Assembly
- Barometric Pressure Sensor
- ECC Relay Assembly
- EGR Control Valve
- EGR Pressure Sensor
- EGR Regulator Assembly
- EGR Valve Adapter
- EVAP Vapor Storage Canister
- Idle Air Control Valve
- Knock Sensor
- PCV Hose Assembly
- PCV Valve
- PCV Vapor Filter
- Temperature Sensor (Engine Coolant)
- Vacuum Restrictor
- VAF Sensor

FORD AUDIO

- Antenna, Radio (Base Assembly)
- Brackets
- Cables and Wiring
- Cellular Phone, Receiver, Handset, Speaker Assembly and Antenna (Factory-installed)
- Controls (Rear Seat)
- Radio (AM, AM/FM), Speakers, Cassette Player, Digital CD Player, Graphic Equalizer, Premium Sound Amplifier (Factory-installed)
- Rear Entertainment System (Factory-installed)

SAFETY

- Airbag Module Assembly
- Diagnostic Module Assembly (Airbag)
- Door Ajar Warning Switch Assembly
- Door Lock Actuators and Supports (Traps)
- Door Lock Cylinders and Sleeves
- Door Lock Motors and Encoded Key
- Lock Cylinder (Door)
- Lock Lever Assembly (Door)
- Lock Lever Assembly (Tailgate)
- Lock Lever Retainers, Clips and Brackets
- Module (Passive Restraint)
- Safety Belt Buckle (Front and Rear)
- Safety Belt Motor Drive Assembly
- Safety Belt Restraint Carrier
- Safety Belt Retractors
- Safety Belt Track Assembly
- Safety Belt Warning Chime Assembly
- Sensors (Airbag)
- Shoulder Strap Track Assembly
- Wiring Assembly (Airbag)

These Are the Only Components Not Covered by ESP PremiumCare.

Mechanical

Service adjustments and cleaning, battery and cables, tank and hoses, brakes and hubs, drums, shoes, linings, disc rotors, pads, calipers, exhaust system (includes catalytic converter), filters, fluids, lubricants, lights (bulbs, sealed beam lenses), manual clutch disc, shock absorbers, spark plugs and wires, sweeps and rattles, tire, tune-up, wheel balancing, wheel alignment, wiper blades, wheel studs, and compressed natural gas/liquid propane fuel system components.

Exterior

Service adjustments (glass and body parts), bright metal bumpers, door handles, glass moldings, ornamentation, paint, rust steel metal, structural underbody frame work, side view mirrors (glass and housing), water leaks, wind noise, weatherstrips, wheel covers and ornaments, convertible top fabric, wheel covers and fasteners.

Interior

Buttons, carpets, dash pad, door and window handles, knobs, rearview (high/low and folding), trim, upholstery.