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2008 JAN 28 AM 9:49

COMMONWEALTH of VIRGINIA

Todd P. Haymore
Commissioner

Department of Agriculture and Consumer Services

Division of Consumer Protection
Office of Consumer Affairs

DEPARTMENT OF TRANSPORTATION
NATIONAL HWY TRAFFIC SAFETY
400 7TH STREET, SW, ROOM 4232
WASHINGTON, DC 20590

January 14, 2008

Re: 800288 [REDACTED] VS FORD MOTOR COMPANY

Dear Sir/Madam:

The Office of Consumer Affairs received the enclosed complaint. Upon review of the information provided, it appears that your agency has proper jurisdiction over this matter. Accordingly, I respectfully submit it for your evaluation and action.

The complainant has been advised of this referral and should be contacted directly if more information is needed. If you have further questions on this matter, we can be reached at (800) 552-9963, if calling from Virginia, or (804) 786-2042 if calling from the Richmond area or outside Virginia. If you prefer, I can be contacted by e-mail at tina.holt@vdacs.virginia.gov.

Sincerely,

Tina L. Holt, Sr. Consumer Specialist
Counseling, Intake & Dispute Resolution Unit

Enclosure

cc: File

Handwritten initials: MC 2/12/08

**VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
OFFICE OF CONSUMER AFFAIRS
OFFICIAL CONSUMER COMPLAINT FORM**

RECEIVED
JAN 9 2007

SECTION 1 - Your Information

<input checked="" type="radio"/> Mr.	<input type="radio"/> Mrs. Ms	Last name [REDACTED]	First name [REDACTED]	Mtd. Initial [REDACTED]
Mailing address [REDACTED]				Apt. or suite number
City Lawrenceville		State VA.	Zip code [REDACTED]	Country, if not US
Home number, including area code [REDACTED]		Work number, including area code [REDACTED]	Fax number, including area code () NIA	
City or county of residence Brunswick		Your e-mail address NIA Cellular Phone - [REDACTED]		
If necessary, should we contact you at home, work or by e-mail? Home		If necessary, best time to reach you between 8AM and 5PM? 12:30 pm		

SECTION 2 - Name of Company Against Which You Are Complaining

Full name of company Ford Motor Company			
Mailing address 3 Park Lane Blvd.			Office or suite number 1500 W
City Dearborn	State MI	Zip code 48126-2568	Country, if not US
Company's Internet address (URL)			
Telephone number incl. area code ()	Fax number, including area code ()		

SECTION 3 - Complaint Information

Type of product, item, or service involved (For motor vehicles, please specify if automobile, boat, motorcycle, etc) automobile		
Manufacturer, make or brand Ford F-150 Truck	Model Extended Cab	Year 1995
Serial number, Vehicle Identification Number (VIN) 1FTEX15N6SK [REDACTED]		
Date of purchase or lease 1995	Was this a new or used item? used	
Did you sign a contract or a lease? Yes [] or No []	If yes, please indicate the following	Starting date: Expiration date: Loan
Total amount paid 24,500	Total amount in dispute	How was payment made? (cash, credit card, check) Financed
Did you buy an extended service contract? Yes [] or No [X]	If yes, name of company responsible for extended service contract or extended warranty Carmen Simonds BKB	
For automobile complaints, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.) Recall repair that I was not accurately informed of		
Before any work was performed, did you ask for and receive a written copy of the cost estimate? Yes [] or No []		
Did you authorize any changes to the original estimate? Yes [] or No [] If yes, provide details on the next page		
Were the completed repairs different from what you had authorized? Yes [] or No [] If yes, provide details on the next page		

SECTION 4 - Resolution Attempts You Have Made

Have you contacted the company? Yes [X] or No []	If yes, name of person most recently contacted Carmen Simonds	Their phone number, incl. area code () NIA
What resolution are you seeking? To be compensated for the destruction of my truck. It was a well maintained expensive truck which I had planned to keep a very long time.		
List any other organizations you have contacted (i.e. Other consumer protection offices, Better Business Bureau, etc) Consumer Reports, Better Business Bureau		
Do you have an attorney in this case? Yes [] or No [X]	If yes, name of your attorney	Attorney's number, incl. area code ()
Has your complaint been heard or is it scheduled to be heard in court? Yes [] or No [X] If yes, where and when?		

(Continued)

January 3, 2008

To Whom It May Concern:

My name is [REDACTED] and I am writing to your company in an effort to make known a serious and, what I consider to be, a very dangerous problem with some Ford vehicles.

On November 16, 2007, I left home to go to a local convenience store. I returned home in less than twenty minutes and found my 1995 Ford F-150 Extended Cab Pickup Truck engulfed in flames. This was a very intense fire that must have started very forcefully in order for it to have caused such total damage to my truck in such a short period of time. The whole engine compartment had burned and the flames had also burned the front seat area, the extended area and was on it's way out of the rear window. At the time, I did not know what had caused the fire, but, had no reason to suspect foul play. I started making inquiries and just generally talking to people about it and found out that there was a possibility that the fire might have been caused by a vehicle re-call issue concerning the cruise control on the vehicle. I thought about it and remembered that the cruise control on my truck had stopped working previously. I made contact with Ford through information I received from Hardee Ford in South Hill, Virginia. I contacted Ford, however, no one returned my contact until I contacted them again. (I had to give them all of my information twice) When Ford did respond to me in writing, they did not deny nor question whether the fire was caused by the re-call issue. (There was a re-call that causes fire) I found it highly unusual that no one from Ford would even come out and investigate such a dangerous fire and safety hazard that would cause a vehicle to be destroyed in a such a short period of time. (The fire had to be put out by the fire department)

Here is the problem I have with their response: After Ford's "thorough" review of their records, they claim I received recall notices on four different occasions. I have received no recall notices. Also, according to their letter, the first notice would have been sent in 2005. I bought my truck in 1995 which was 10 years earlier. Why would they wait to send me a recall notice 10 years later than the purchase of my truck? I have enclosed Ford's letter and as you will be able to see, they have responded to me in reference to a 2002 Expedition. I had a 1995 Ford F-150 Pick-up. The vehicle I. D. numbers are different. I have also enclosed my personal property tax form as a means of identifying my vehicle by its vehicle I. D. number. I believe that Ford has made a very big mistake in that, if they did send out a recall notice, they apparently sent it to the owner of the 2002 Expedition and thought they sent it to me. The evidence is right here. This is of

course after their "thorough" review. If Ford has such a problem with a recall issue that it has the potential to cause a fiery death trap, shouldn't they at least send out certified letters to make sure that customers receive this information instead of assuming they do.

My recall letter (if it was sent) was evidently sent to the 2002 Expedition owner because I did not receive it. As I stated earlier, a grievous mistake has been made and the enclosed documents show proof of this.

What I am requesting of you is to assist me in airing my complaint in an official capacity. I believe that I should receive compensation for the loss of my truck because contrary to Ford's opinion of being "thorough" they have made some serious mistakes in my opinion, in ensuring consumers are informed adequately of life-threatening safety issues. My truck fire was very serious (picture enclosed). Again, I stress that Ford should send certified letters for a recall with such devastating consequences. (I could have been in that truck and died) A certified letter would be much more effective in insuring that the correct individual is receiving the letter. Ford's actions on my behalf as a consumer have been egregious to put it mildly. Their errors have caused me to lose an otherwise perfectly good and well maintained truck that I had intended on keeping a lifetime. Moreover, their actions may well have caused unnecessary dangers and hazards to me and most assuredly may impact other Ford customers and their families.

Contact Phone:

[REDACTED]

Respectfully,

[REDACTED]



Office of the General Counsel
Litigation Prevention

Ford Motor Company
3 Parklane Blvd. Suite 1500 W
Dearborn, MI 48126-2568

Sent via U.S. Mail

December 19, 2007

[REDACTED]
Lawrenceville, VA [REDACTED]

RE: 2002 EXPEDITION
VIN: 1FMRU15W42L [REDACTED]
Case#: [REDACTED]

Dear Mr. [REDACTED]:

This is in response to your contact with the Ford Customer Relationship Center.

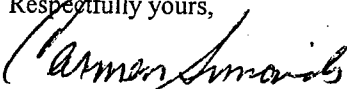
A thorough review of our records shows that you received recall notices on the following dates:

- October 4, 2005
- November 16, 2005
- April 17, 2006
- January 3, 2007

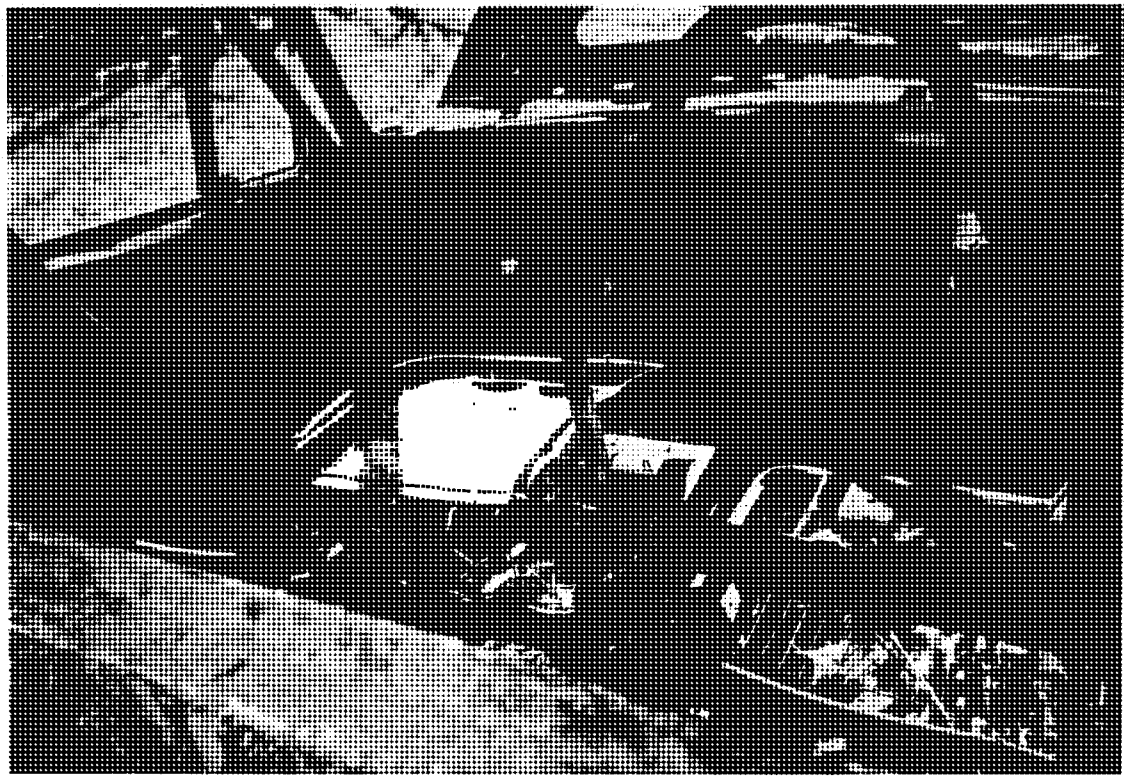
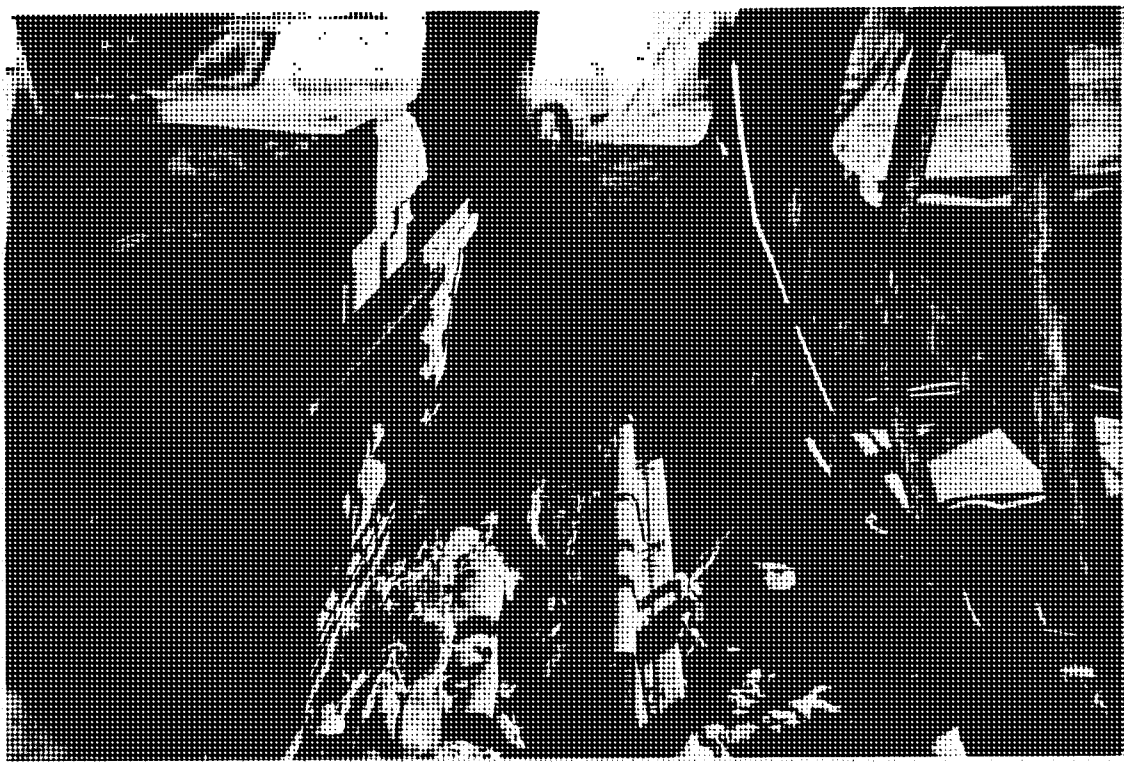
Upon receipt of these letters, it was your responsibility to bring the vehicle to any Ford or Lincoln/Mercury dealership to have the recall services performed. Accordingly, Ford declines to provide any assistance at this time.

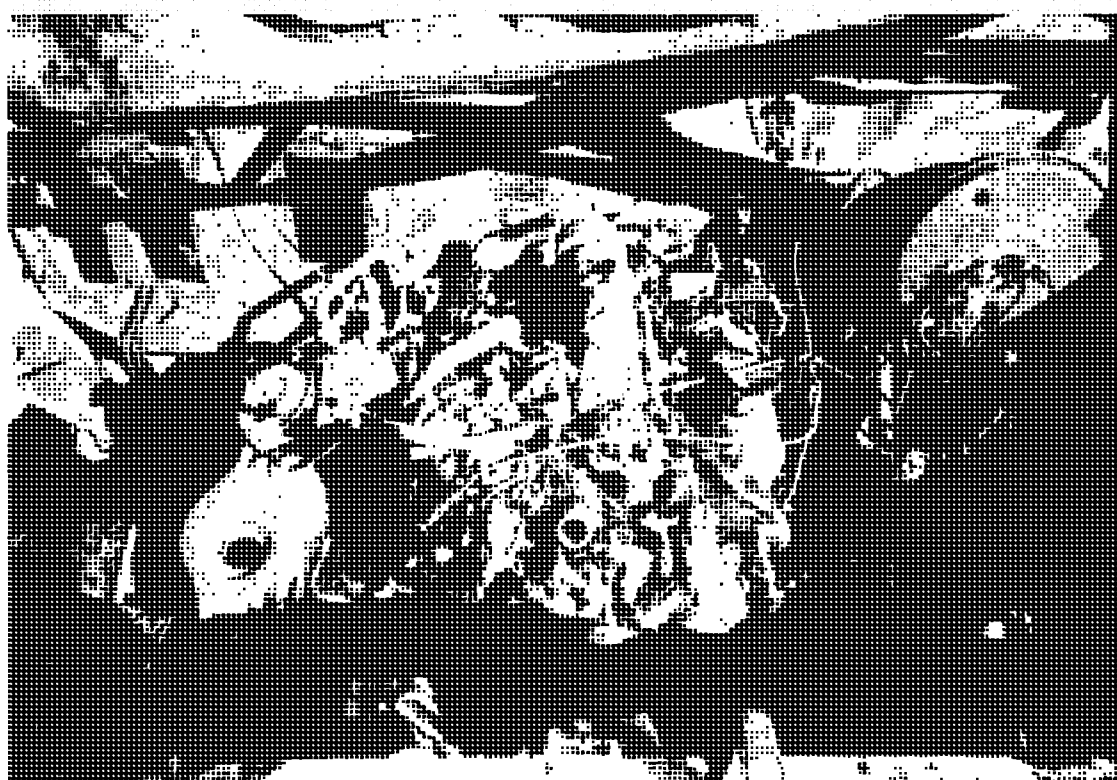
Thank you for the opportunity to review this concern.

Respectfully yours,


Carmen Simonds
Office of General Counsel







THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).