



CL-10221728-5782

Rob McKenna

2008 MAR 19 AM 8:32

ATTORNEY GENERAL OF WASHINGTON

Consumer Protection Division

103 East Holly Street, Suite 308 • Bellingham, WA 98225-4310 • (360) 738-6185
3/12/2008

Skagit Ford Subaru
680 Auto Blvd
Burlington, WA

RE: [REDACTED]

File #: [REDACTED]

Dear Skagit Ford Subaru:

This office has received the enclosed complaint from [REDACTED] regarding your firm.

May we please have your reply so that we may determine how to proceed with this matter.

We request your response within 14 business days. If you are unable to provide your response during that timeframe, please contact this office to make alternate arrangements; please address it to me and reference our file number [REDACTED]

MICHAEL JASKLOWSKI
Complaint Analyst
Consumer Protection Division
(360) 738-6187

Enclosure(s)

✓ cc: National Highway Traffic Safety Admin

MC
03/19/08
KB

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Camano Island, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

[REDACTED]

E-mail Address:

[REDACTED]

Age Group (optional):

59+

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Business Information

Name of business that I am complaining about:

Ford Motor Company Consumer Affairs

Address:

P.O Box 6248

MD-3NE-B

Dearborn, MI 48126

Phone:

(313) 322-3000

Toll-Free:

Fax:

(313) 322-3000

E-mail:

fordcaci@ford.com

Name of owner or manager (if known):
Chad Arnold

Names and addresses of any other businesses involved in your complaint:
Skagit Ford Subaru
680 Auto Blvd
Burlington, WA

Item or service purchased:

Cost of item or service:
Recall

Did you sign a contract?
Yes

Date of transaction:
Jan 2000

Salesperson's name:

Was an advertisement involved?
No

Date and source of advertisement:

About Your Complaint

Have you complained to the business?
Yes

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?
No

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

No

If YES, please explain:

Explain your complaint in detail:

I have a RV (Ford E-350), I received a recall notice from Ford Co that speed control will fire unless replaced on Aug 2007.

I contacted and complained Dealer and Ford Co numerous times to fix it since Sept 2007 to today.

Their answers were "the part will be in 2-3 week" repeatedly. Finally, today, dealer Skagit Ford said "the part is ready but you have to have Ford Co's release letter". Therefore I called Ford Co, they said "the part will not be ready until July 2008.

Already I was waiting for this part 7 month. I can not wait another 4 month any more.

Meantime, I got strong impressions from them couple of times that they have the parts but they don't have it for recall with some reason that I do not know. I need it now because it is RV season.

Otherwise they should to reimburse the full amount of replacement cost that I will get it from other defferent service instead of recall service. It was not acceptable for me including all other consumers, whatever they have million reasos, thay made that consumers had to wait their parts ready 7 month and forcing to wait another 4 months. This is my, will be our RVer members later, require that :

A, Dealer have the permanent repair performed now. OR

B, Ford Co prepare me an written promise to reimburse full amount of my cost of repair from other

service.

Recall#05S28 (Speed Control System Modification)

VIN #1FDWE35S0YH [REDACTED]

What do you think the business should do to resolve your complaint? (circle one)

ORT

Explain if you have circled 'Other':

SIGNATURE

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that my complaint and the related documents will become a 'public record' and under state law can be subject to a public records disclosure request and thus be seen by other people.

Signature [REDACTED] Date 3/10/2008

Received via the Internet

City and State where signed Camano Island, WA