



CC-10232735-5990

Rob McKenna

2008 JUL 17 AM 10:56

ATTORNEY GENERAL OF WASHINGTON

Consumer Protection Division

PO Box 2317 • Tacoma, WA 98401 • (253) 593-2906

7/1/2008

National Highway Traffic Safety Administration
400 7th ST SW
Washington, DC 20590

RE: Ford Motor Company Consumer Affairs and Titus Will
File #: _____

Dear National Highway Traffic Safety Administration:

Our office has received the enclosed information.

The nature of the complaint appears to involve a matter that is within the jurisdiction of your agency. We are therefore bringing this matter to your attention.

Please contact me if you have any questions or need any further information.

MARGARETTE L. SALAZAR
Office Assistant Lead
Consumer Protection Division
(253) 597-3888

Enclosure(s)

AA
7/1/08
10:56
KB

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Tacoma, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

[REDACTED]

E-mail Address:

[REDACTED]

Age Group (optional):

[REDACTED]

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:

(800) 392-3673

Fax:
(313) 322-3000

E-mail:
fordcaci@ford.com

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:
Titus Will
3606 S Sprague Ave
Tacoma, WA 98411-0187

Item or service purchased:

Cost of item or service:

Did you sign a contract?
No

Date of transaction:

Salesperson's name:
Andy - Service Department

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:

My 2002 Ford Expedition just spit out a spark plug. The damage caused by this incident will cost me \$600 to have the head helicoiled. The dealership considers this a temporary fix and will not warranty the work. They recommend a head replacement that will cost between \$2-3000. I've contacted the Ford Motor Company customer service department and they say that it's a warranty issue and since the vehicle's warranty has expired, they can do nothing. After looking on the internet and seeing the number of complaints caused by this very issue, I believe it's a factory defect. The spark plugs are the original factory installed ones. They've never been serviced and aren't due for service for almost another 30,000 miles. The vehicle currently has approximately 62,000 miles. There are even reports of fires caused by the spark plugs popping out. I'm not sure of the validity but I've read reports of class action suits being filed in other states to address this issue as well as calls for a factory recall to fix the problem. While talking to the customer service department, I proposed that they take some responsibility and cover some of the expense of the repairs. My request fell upon deaf ears. I would like you to look into this issue and see if you feel that there is more to it than just an "intermittent problem" as I was told. It seems to be much more universal. Thank you.

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

RFD

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** June 27th, 2008
Received via the Internet
City and State where signed Tacoma, WA