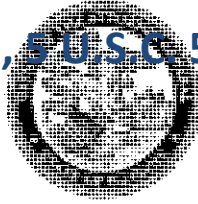


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) - 5 2010



OFFICE OF THE ATTORNEY GENERAL
 STATE OF ILLINOIS

Lisa Madigan
 ATTORNEY GENERAL

July 27, 2010

Ford Motor Company***
 16800 Executive Plaza
 MD4 South
 Dearborn, MI 48126-4207

Re: [REDACTED]
 File No: 2010-CONSC-00285020

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
 State of Illinois

Sally Boyle

Sally Boyle
 Citizen's Advocate
 Consumer Protection Division
 (217)782-9243

sboyle@atg.state.il.us

enclosure

cc: National Highway Traffic and Safety Administration



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
217-782-1090

1-800-243-0618 (Toll free in IL)

TTY: 1-877-844-5461

www.IllinoisAttorneyGeneral.gov

Office Use Only	
CLMS:	_____
AG:	_____

Fill out the form online, then print and mail to the address above. Include copies (no originals please) of any supporting documents.

YOUR INFORMATION:

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr., Mrs., Ms. (circle one) [REDACTED]	Name: VFSTRING AUTO MALL
Address: [REDACTED]	Address: 500 FAIRLANE DR.
City: [REDACTED] State: [REDACTED] Zip code: [REDACTED]	City: EAST PEORIA State: [REDACTED] Zip code: [REDACTED]
Your Telephone Number: Daytime ([REDACTED]) Evening ([REDACTED])	Telephone: 309-694-0700 Website: WWW.VFSTRINGAUTOBALL.COM
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? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Who referred you to this office? COMMON KNOWLEDGE	

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:** 6-24-08

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

- 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.
 - * Other _____
- N/A

Total Cost of product/service: \$ _____

Amount paid to date/down payment: \$ N/A

Method of payment (check 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

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

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):

DAVE YEARGAN
SERVICE MANGER

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: <u>FORD</u>	Model: <u>FOCUS</u>	Year: <u>2008</u>	New: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	As-Is: Yes <input type="checkbox"/> No <input type="checkbox"/>
Warranty: Yes <input type="checkbox"/> No <input type="checkbox"/>	Name of Extended Warranty:	Purchase Date: <u>6-24-08</u>	Current Mileage: <u>26700</u>	Mileage at Purchase: <u>30000 328</u>
Expiration Date: <u>???</u>				

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.

SEE ATTACHED PAPERS & LETTER

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

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: 7-13-10

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

Please print and send the completed form to the address at the top of this complaint form. Incomplete forms may be returned.

Sirs or Madam,

I bought new in June of 2008 a Ford Focus from Ufstrings Auto Mall (ford dealer) in their place of business in East Peoria, Illinois.

I have rotated the tires at 9000 miles and again at 18000 miles., now at 26000 miles I had a thumping noise and my steering wheel wobbled. I took it to Neil's Tire and Auto service in Havana Illinois a reputable tire dealer to what I thought would need and tire balanced and I told them to rotate the tires again. I was informed that it was impossible to balance and rotate the tires and I had more trouble than just what I wanted done.

He informed me that my suspension and alignment was completely out of line and that there was no adjustment that could be made ,he told me that I needed another set of tires and that would only take the wobble and the noise out. I would need new tires every 6000/7000 miles. No way to fix it. He also told me "That every Ford Focus that comes into his shop all have the same problem." He showed me on his computer how many Focus customers he has had to replace tires several times over and over again.

I went to my Ford dealer and made an appointment to have them inspect my auto. They told me that it was not under warranty after 12000 miles. The estimated cost to me would be \$1200.00 plus another set of tires for a total of about \$1600.00/1700.00 at my expense. My Focus as only 26000 miles on it.

I had a heated argument with the service manger at this point. I told him what Niels Tire Company had told me about every Focus that comes into his shop has the same trouble. They laughed at me and made light of it.

I believe it to be a factory defect and that I had search the internet through Autobeeff.com and consumers affairs complaints about Ford Focus. This problem stems back as far as 2001. (see attached copies from these web sites) .

I contacted Ford Customers Relation in Detroit ,they in turn contacted Ufstrings and they contacted me. They reduced the price to \$1050.00 .I had to replace the tires myself for \$368.00 because the noise and the thumping was a niusance. There was no mention for reimbrusment for the tires. This is the 3 rd set of tires in the 26000 miles.

I don't have \$1050.00 ,I'm a 78 year old senior citizen ,retired and on fixed income. I bought this auto with it in mind that this would be my last purchase of a auto.

I believe I that this is also a safety factor and could mount into some thing drastic.

I also believe that I'm being taken advantage of because of my ststis as a senior citizen I still maintain that this is a factory defect and I hope you will take issue with this problem.

YAHOO! ANSWERS

Home > All Categories > Cars & Transportation > Maintenance & Repairs > Resolved Question

2005 Ford Focus tire alignment/suspension problems?

I bought my 2005 Ford Focus used but still under warranty. When I would turn I would hear and feel a bump or thump in the front end. Speed didn't really matter. It would thump when the weight load shifted. I could make it bump at 5 mph and not a really sharp turn. I took it to my local Ford dealership, demonstrated the problem - after their mechanic could not hear any problem during a test drive - and left it with them. When I got it back it had no more bump/thump during turns - for a fair amount of time. I thought I'd take it back when it needed servicing. Of course that time occurred after the warranty expired and didn't think about that problem! When I went back I told the service manager that same old problem they'd once fixed was back. Since their fix didn't hold then it should not cost me. He gave me the old, "Well, it's out of warranty." "We could look for it but it really could be very expensive but if that's what you want us to do we'll do it." Of course after that cheerful encouragement I didn't do anything about it.

I'd glance at my tires and they seemed okay. About two months ago I parked with the tires turned a lot. I then noticed the center was VERY worn. Evidently sports tires do NOT need as much air as regular tires! I've driven a lot slower in the rain since then!! I had also noticed my wheels were looking rusted in between the spokes of the hubcaps. I decided to take them off and paint them. When I took off a front wheel and started to roll it I got a sharp pain in my hand. I looked at the tire and the inside edge was extremely worn on the outside with belts showing! Both front tires were like that. I strongly suspect the bump/thump has a lot to do with this happening. Now I'm worried that the car was wrecked before I bought it, that repairs were not thoroughly or correctly done and I'm going to get hit with a big bill.

I kept all the paperwork. It appears the car was put in service 11-19-04. I bought the 2005 Focus on 10-01-05 with 12494 miles with a basic 3 yr/36,000 mile warranty.


The local Ford dealership visits for various things (noted in parenthesis) include statements the steering system, shock/struts were checked 02-02-06 (oil, rotate tires, CD player skips), 06-05-06 (oil, filter, check front end noise, 4 Ultra HP4 tires at 27,155 miles), 09-08-06 (oil, filter, gas filter, rotate tires) and 11-29-06 (oil, rotate with a note of suspension noise which they "looked for" but didn't spend a lot of time since it was out of warranty - 40,765 miles). I've changed oil, filters and maintained fluid levels since then. I now have 78,674.6 miles on my Focus.

What does the thumping and tire wear indicate as to how severe is my problem.? Do I have anything I can pressure Ford with about this repair they didn't take care of earlier? Should I go to Ford or just anyone else?

I appreciate your time and any thoughts.

bamamongo

2 years ago

 Joe S

Best Answer - Chosen by Asker

The Ford Focus has two common problems that can result in the type of noise you are hearing.

One is broken front suspension coil springs. Any mechanic with any experience at all with the Ford Focus will know what to look for with this because they will have encountered it before. The other is worn front stabilizer bar end links which on this vehicle are a ball-and-socket type joint that tend to clunk when worn. The broken coil springs are obviously a safety issue. Worn but otherwise intact stabilizer bar end links are not. Both issues are easy to spot for someone experienced with this vehicle.

I doubt very much they fixed anything on the first visit or else there would be documentation as to what was repaired. You give no specifics on any repair. Thus if the noise recurred after the warranty period on the vehicle expired the dealership is under no obligation to make any further repairs without charge.

Premature wear on the center of the tire is a sign of overinflation. A wheel alignment problem such as might be caused by a broken coil spring will result in excessive wear on the shoulders, not the center. The tire wear issue is ~~is like~~ a pressure problem and not related to your noise. Correct inflation pressure for 2005 3 and 4 door

models is 32 psi front and rear. For ZX5 and ZXW models it is 34 psi front and rear so long as the vehicle is fitted with any tire (of any brand or model) that is the same size as that originally fitted to the vehicle.

Exposed belt material on the shoulders of the tire could be from excessive edgewear due to a faulty wheel alignment or it could be due to a belt separation due to overloading or overinflating the tires. I could tell you with certainty which if I could see the tires but I'm not there. While a tire in such condition will often make a thumping noise it is not the same kind of noise you describe in your original complaint - it will be constant and increase with speed. If the damage is alignment related it could mean the vehicle has prior accident damage, broken suspension parts or it could just mean the wheel alignment has not been checked as often as it should and/or tire rotations have not been performed at regular intervals. Wheel alignment should be checked annually or every 10,000 miles. Tire rotations should be performed every 5-6,000 miles. But given that the amount of miles you have put on the tires is about the maximum I would expect to see out of the Ultra HP4 (now discontinued IIRC) maybe you just used them all up and a little more.

At any rate if you have not replaced the tires this needs to be done immediately. Have the wheel alignment checked at the same time and ask the installer to check for binding or wear in the front stabilizer bar links and for broken front coil springs (hint: that means no Wal-Mart or other big-box store that sells tires like toilet paper. Go to a real full-service tire and repair shop).

Source(s):

Tire and Auto Repair Shop manager

2 years ago

Asker's Rating: ★★★★★

Great specifics! Amazing I could not get such detailed help from the Ford mechanics to begin with! Information is exactly what was needed! Great help!!

Search Yahoo! for [ford focus suspension pro](#)

Related Searches:

- [2002 ford focus suspension problems](#)
- [2003 ford focus suspension problems](#)
- [2006 ford focus suspension problems](#)
- [2001 ford focus suspension problems](#)
- [2007 ford focus suspension problems](#)
- [2000 ford focus suspension problems](#)

Other Answers (3)

- Sounds like a CV boot which is a simple 20 dollar fix. You can do it yourself. If you know how to remove a tire, and zip a zip tie, you can do it.

2 years ago

 [Monna Bear](#)

- you should have the ft end checked and aligned, that's normal maintenance(your responsibility not the dealers) the thumping has nothing to do with the tires, but you really should have it checked out.

2 years ago

• You should get a lawyer, or else you will get nowhere, and have a big headache for no results.

Your tires overall are too wide, and the fronts tilt as they steer, causing rubbing with an outer tie rod end most likely. A real physical contact rub. They might have worked with wheel spacers, illegal in some areas. You didn't know you had that problem or that option.

Source(s):

sport compact racer, tire expert

2 years ago



Doc

[Show](#)

Focus

MANUAL TRANSMISSION 18,000 MILES

ok my Dad is a Ford fanatic so I ended up with another Ford in which I should have known better while. I purchased the 2008 Ford Focus

So cheapo made to say the least, but big price at the dealership in June 2008. No one told me they don't line the lets get this straight, the first stop after the dealer shaft you need to get the car aligned which I would think they let someone know this. So needless to say not long after a little driving I see the car is eating my tires. So I have 20,000 miles. The main reason for the tires other than the alignment problem was a shimmy in the front end. I had your tires. 11,000 miles later new tires again because the front ones are badly out of balance and mostly slick so every day we buy new tires and still same problem. Again everyone says it is your tires. So now that I'm in the Ford I can tell you that you can barely get 11,000 miles out of it. The next day I go back to the dealership they do a road test and they are not sure which tire. 75 dollars and same problem. I give up I plan to sale and cut my losses and NEVER I HAVE EXPERIENCE EVER. It has 32,000 on it now and this is the 3rd set of tires. My suggestion is if you have a problem because warranty means nothing. What comes around go around so good bye FORD.

2009
MAR 10

Focus S 2.0L

AUTOMATIC TRANSMISSION 35,000 MILES

I bought this Focus, for my niece, at Randal Reeds Prestige Ford in Garland TX. In July 08. Almost from the start we had noise. Took it back and they said it was just the independent suspension noise. Finally the front tire were almost bald; the front end shimmed like a dash board hula girl; and if you let go of the steering wheel you'd be in the ditch! Took it in and of course we needed 2 new tires and alignment. The tow in was out bad; the steering wheel was adjusted, etc.. none of this is covered under warranty. She drives the car off and it still vibrates. Take it back! That was almost a week ago. They first said it needed a motor mount (or transmission mount) and new struts. Now they said the rear trailing arm has been adjusted and the bolts torqued, the bushings and sleeves had been coated with a metal lubricant. He said it stopped the noise. We will see.

Rhonda H.
Ararat, VA, USA

[SEND A COMMENT »](#)

4

2009

MAR 26

Focus S 2.0L

AUTOMATIC TRANSMISSION 35,000 MILES

3/26/09 OK, back to Randall Reed Prestige Ford in Garland TX. we go with our 2008 Ford Focus. This is the 3rd time now. We paid for 2 front tires and an alignment-\$245.66. That DID NOT take care of the problem. 3/16/09 Then they said it a problem with the rear trailing arm. So they adjusted and re-torqued the bolts; they added a metal lubricant to the sleeves and bushings. This supposedly took care of the problem; no noise, no vibration. NOT SO LUCKY!!!!!! It went back on Thursday. Still hearing and feeling vibration and clucking on the passengers side floor board. We were told they checked the alignment and the toe is perfect. The problem now is the 2 rear tires. I admit they did suffer some wear from the alignment being out before. I still believe there is a front end suspension problem, like a broken front coil spring, that CAUSED the toe out to start with. Anyway my last ditch effort to work with these guys is to put the rear tires on. I have informed Rick, the service tech, that if this doesn't take care of the problem completely ALL HELL IS GOING TO BREAK LOOSE! I have had it with this car and with this dealer ship. I will post my complaints on every site I can find and will announce every time that Randall Reed Prestige Ford in Garland TX has the WORST service dept of ANY dealership I have ever dealt with. You bet I'm PISSED!!!!

Adam of Grand Forks, ND July 18, 2008

I am continuously replacing tires on my 2007 Ford Focus SES sedan VIN 1FAHP34N47W [REDACTED]. Tires are rotated every 3K miles, along with numerous tire alignment checks, however even that doesn't save the life of the tires. The entire car shakes horribly at highway speeds once the tires wear to a certain point, concerning me with future suspension damage. The tires seem to wear MUCH worse on the rear. At 16,000 miles, I replaced all 4 tires due to abnormal outside tire wear. Now at 28,000 miles (12,000 on new tires), I am again replacing two of the four. This set had a 55,000-mile warranty, but I barely got 12,000 due to abnormal wear.

Stephanie of Salina KS (01/05/09)

2008 Ford Focus - Had to replace Firelli tires on it before 19,000 miles. I take some of the responsibility for not having them rotated, but the dealership where I bought the vehicle didn't even remind me to rotate them when I had the vehicle in for oil changes!! After forking over 400 plus for a new set, and another 75 for a 4-wheel alignment, the service manager finally admitted to me that the 2008 has alignment problems, not unlike previous year models!! Supposedly Ford fixed this issue!! At least they bragged about fixing it!!

Service manager tells me the only solution is watching them carefully, rotating the tires and having alignments done--how convenient that every time I have to have an alignment done it puts money in their pocket!! Boy do I feel stupid--I thought I'd done my homework on this car, and now I find out it's basically a lemon.

2 Years and counting!

Written by: **sparkman7x7** on 05/24/2010

Detailed Ratings

Overall Rating 

Performance: 9 Fun-to-Drive: 9 Build Quality: 10

Comfort: 9 Interior Design: 9 Reliability: 10

Fuel Economy: 9 Exterior Design: 9

Vehicle

2008 Ford Focus SES 4dr Sedan (2.0L 4cyl 5M)

Review

Had my 2008 Focus for just about 2 years; just put my second set of tires (not counting original) got Michelin this time expect a little better mileage out of them; did not need alignment (super); lost the Sirius radio this year to much repeats; love the car overall average town and country still 34.4 MPG; interior holding up well; another trip to Texas and back this spring;

Doug of Moose Jaw, SK May 8, 2010

At less than 55000 kms on a 2007 Focus the drives side rear tire developed diagonal cupping grooves, causing a vibration. Inquiry of the situation revealed from at least 2003 to 2008 the Ford Focus has caused many owners this problem of wheel alignment issues repeatedly, Some owners enduring this problem two and three times in quite low kms/miles on the vehicles.

Compared to my 1990 Dodge Caravan with 235000 kms and never having to do wheel alignment to the rear tires. The dealership explained the cause was improper wheel rotation practice. Also the dealership claimed the other tire ,which was replaced by a second Ford dealership after the original was vandalized, had been installed backwards. Inside out as noted on the tire itself. Tire replacement was at approx. 39000 kms.

The tires were replaced and a four wheel alignment was performed by a Goodyear Dealership. The Goodyear service tech found the front stabilizers to require replacement. This was after the Ford dealership had inspected the car for the alignment complaint and replaced the rear brakes and brake drums, At approx 35400 kms the front rotors were machined because the rotors had warped. At approx 55000 kms the rear brake drums and brake shoes were replaced to cure constant squealing.

This Focus is a leased vehicle and to date the dealer, Village Ford/ Lincoln, has refused to accept that Ford has an on going problems with this model of vehicle for years. Replacement of tires, replacement of stabilizers and four wheel alignment has cost 993.72

Read more: http://www.consumeraffairs.com/automotive/ford_focus.html#ixzz0s4UYpQ8b

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[switch models]
[switch years]
« search for something else

2008 Ford Focus ABNORMAL WEAR ON TIRES



Be notified about new defects, investigations, recalls & lawsuits for the 2008 Ford Focus: YOUR EMAIL ADDRESS

ZIP CODE

TYPICAL REPAIR COST:
NO DATA
AVERAGE MILEAGE:
31,750 MILES
TOTAL COMPLAINTS:
4 COMPLAINTS

MOST COMMON SOLUTIONS:
1. not sure (4 reports)

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SUSPENSION PROBLEM

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SHOW MORE SHARE OPTIONS >>

8.0

PRETTY BAD

This problem may be covered under warranty. Ask your Ford dealer.

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Ford.JustAnswer.com/Focus

Ford Taurus Official Site
Get Specs, Price, Pics, Options & More at the Official Ford® Site.
FordVehicles.com/Taurus

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4

2009
JUL 03

Focus SES 2.0L
AUTOMATIC transmission 35,000 MILES

I had taken my car in for a tire rotation (every 5000 miles). Was told that the tires are bad and need an alignment. This is the second time I have been told this and THE 3rd SET OF TIRES. It was in the shop for over 1 month being serviced before being release back to me with the statement "It is close enough". I find this unsatisfactory.

Richard F.
Hanna, WY, USA

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3

2009
DEC 01

Focus
AUTOMATIC TRANSMISSION 30,500 MILES

dealer says its tire noise, they also replaced a half shaft and it did not fix the problem, all four tires are cupping, it has 32000 miles on it but I noticed it about 31000, it had a scraping noise like rubbing of tires to wheel well when braking and turning in either direction, it is not a small noise it is a god awful noise, it is in the shop again tonight and they are going to check the alignment, but something in the design of the car or in the parts of this car are causing my tires to cup it is not just normal, I have driven alot of cars older and new, I have never had to deal with an issue such as this, my husband has a 2002 svt focus and he too had four sets of tires on it in a very very short period of time, I know this could be caused from several different issues but I think it should be narrowed down, I am very frustrated with my dealership telling me its normal and its tire noise, if it were normal they would never have replaced a half shaft last week, someone please help us figure out whats going on, whether its a tire defect or a shock defect or a strut defect someone needs to address this issue.

Paula R.
Gardner, KS, USA

[SEND A COMMENT >](#)

2

2008
SEP 01

Focus
AUTOMATIC TRANSMISSION 31,500 MILES

All four tires rotated regularly, making scraping noise when turning and braking, its not the breaks and it was not the half shaft my dealer has replaced last week, it is in the shop tonight for some problem, they said the tires are cupping and could be alignment, none of this is normal, there is some issue obviously with the focus, we need to get something done about what it is and why it is happening, I am very angry and very frustrated as my dealership is treating me like I don't know anything, I have been driving cars along time and have never had these issues before ever,,, there is nothing normal about this, nothing, we need help getting this major problem fixed whatever it is,, alot of people have had different things replaced in different locations in the country and Canada, who knows where else, but we all need to unite and take a stand, I will definitely let it be known when I pick my car up tomorrow that I am doing more investigating into the situations we are having and I will take it further if I have to because I refuse to accept that any of this is normal...

Update from Sep 27, 2009

ford kept my car over the weekend I may possibly have it back on monday, now they replaced a half shaft last week that did nothing to fix the problem, this time they are replacing the left rear control arm and that tire, but I have had my tires rotated regularly and all four tires have the same wear on them, so I am unhappy with them only feeling liable for one tire, and after I get my car back and if the noise appears to be gone I am going directly to have my tires rotated again and see if only the new tire made the noise disappear as if that is the case then obviously they will not have fixed the problem, and I again will have it in the shop soon after, I am very frustrated because they are treating me like this is a single isolated case while obviously its not,, I love my focus I have enjoyed it very very much, I just have hopes that ford will take care of this issue not just with me but with the many other focus owners, I will keep this site updated after I get my car back, and as to how many miles it takes before the same problems or others occur,

Update from Oct 11, 2009

ford replaced one tire and the left rear control arm kit , i still dont know if the problem is fixed or not since i have not rotated my tires yet , which i want to get done soon to find out but i think i am just going to have to replace all four tires and i think it is a problem with the design of the car but i still love my focus and i can only hope that the last part that they did replace will help fix the problem

Paula R.
Gardner, KS, USA

[SEND A COMMENT »](#)

1

2009
JAN 04 **FOCUS**
MANUAL TRANSMISSION 30,000 MILES

I have ford focus that has worn out 2 sets of tires thus far. At first they added a bar on the rear end (that should have been on the car in the first place) and i had to pay for new set of tires. Now those tires are worn out and they stated that car had to be aligned (again) although it was only slightly out of alignment. They stated that could have caused the problem (bullcrap). The dealership still has the car but they didn't find anything wrong with the rear end yet. From what i have read up here i think it is a design problem that the Ford company needs to fix and if they can't they need to recall these cars.

Penny C.
Vanceboro, NC, USA

[SEND A COMMENT »](#)

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100 miles



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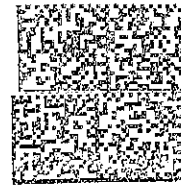
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