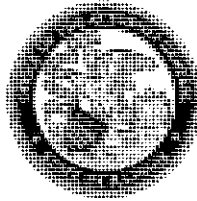


CL-10344197 -9444



AUG 11 2010

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

August 6, 2010

**National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
West Building
Washington, DC 20590**

Re: Ford Motor Company
File No: 2010-CONSC-00286063

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's office has received a complaint concerning a company which appears to fall under your jurisdiction. A copy of the complaint is enclosed for your review.

Thank you for your cooperation and assistance.

Sincerely,

Daniel Ligocki

Daniel Ligocki
Citizen's Advocate
Consumer Protection Division
(312) 814-3866

enclosure

MC
081710
TW



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: <u>286063</u>
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: _____	
Address: _____	
City: _____ State: _____ Zip code: _____	City: _____ State: _____ Zip code: _____
County: _____	
Telephone () _____	Telephone () _____
Website: _____	Website: _____
Additional seller or provider of service involved in transaction:	
Name: _____	
Address: _____	
City: _____ State: _____ Zip code: _____	
Telephone () _____	
Website: _____	
Your e-mail address (optional): _____	
Are you a senior citizen? Yes ☒ No ☐	
Who referred you to this office? <u>this number too claim</u>	
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: <u>5/4/2010</u>	Did you sign a contract? Yes ☒ No ☐ (If yes, please attach a copy) <u>Belling</u>	Date contract was signed: <u>5/4/2010</u>
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. • Other <u>(circled)</u>	Total Cost of product/service: <u>\$ Kelly Blue Book price for trade 1988 Dodge & Ram truck</u> Amount paid to date/down payment: <u>\$ 922.25 plus ins & carry on the ins 1988 Ford Ranger</u> Method of payment (check one) (Please attach a copy) Cash ☐ Check ☒ Money Order ☐ Credit Card ☐ Debit Card ☐ Bank Draft ☐ Wire Transfer ☐ Automatic Debit ☐ Other _____ <u>Down payment 300.00</u> 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):

Ford Motor CompanyCustomer Services1-800-392-3673Ref 1494391200**FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:**

Make:

Ford

Model:

Ranger

Year:

1988New: Yes ☐ No ☒As-Is: Yes ☐ No ☒Warranty: Yes ☐ No ☒

Name of Extended Warranty:

Purchase Date:

2/15/200

Current Mileage:

Speed

Mileage at Purchase:

Expiration Date:

Defect + Recall
domestic didn't work

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.

for the Sale of Defect + Recall
1988 Ford Ranger truck with
A topper on it, and it, was to be
file under their comprehensive Ins for the
Defect + Recall. Plus I'm paying the Ins
on 1988 Ford Ranger until this Recall

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

Full Blue Book price a newer Model Topper
and Redelivery back to [redacted] Savannah

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: [redacted]

Date:

7/30/2010

- 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.

From:

To: <mstory_fairway@aeroinc.net>

Sent: Thursday, July 29, 2010 3:43 PM

Subject: well i have been in contact with ford motor company it self on about the ford ranger ok so you want to know more about defect & recall ok well learn to get on this ok, i was told that claim need to be file ok, so ask my ins about it , it not on me ok it on ford cause defect & recall for power train clutch assembly pedal linkage an fire wall few other thing ok so it would be comprehensive claim under ford motor cause of defected truck & recall ok so i will let some body that no how to handle it ok deal with just make that it right ok just book value is what will ask for ok , i get thing together .

mark story at fairway ford 815-232-6868
I just Email to let them know that I
would file the Comprehensive claim under
ford motor company for the Kelly Blue Book
Value. and mark story want to know
more about what go on with Defect & Recall's
he has no deal okay, at least want I
talk to him on 6/29/2010.

7/30/2010

Danford Ins

7/ 12010

Phil Matter Ins Agency

P.O. Box 758

Sterling IL 61081

815-626-5751

Policy #



75.75

X 6

454.50

+ 30.75 half month 2/2010

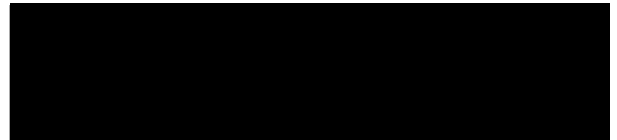
485.25

2/15/2010

Bill of Sale

FORD RANGER
TRUCK 1988

Received \$300.00
FOR PAYMENT



Alber

TOWING & RECOVERY



128 E. DOUGLAS STREET • FREEPORT, IL 61032 • 815-235-5353 • 888-233-5353

DATE <u>5/14/11</u>		PO # _____	
NAME <u>[REDACTED]</u>		PHONE _____	
ADDRESS <u>[REDACTED]</u>		CITY <u>[REDACTED]</u>	
STATE <u>IL</u>		ZIP <u>[REDACTED]</u>	
YEAR <u>95</u>	MAKE/MODEL <u>Ford Ranger</u>	COLOR <u>[REDACTED]</u>	ODOMETER _____
LICENSE # _____	STATE <u>IL</u>	VIN # _____	
LOCATION OF VEHICLE <u>[REDACTED]</u>			TIME OF ARRIVAL _____
TOWED TO <u>[REDACTED]</u>			
REASON FOR TOW ☐ ACCIDENT ☐ NO START ☐ TOW ZONE ☐ ARREST ☐ ABANDONED ☐ FLAT TIRE ☒ BREAK DOWN ☐ IMPOUNDED ☐ LOCK OUT ☐ OUT OF GAS ☐ _____			
TOWED PER ORDER OF ☐ GARAGE ☐ STATE POLICE SPECIAL EQUIPMENT ☐ RAMP ☐ CITY POLICE ☒ VEHICLE OWNER ☐ WINCH ☐ SNATCH BLOCKS ☐ COUNTY POLICE ☐ LAND OWNER ☐ DOLLIES ☐ _____			
PERSONAL'S TAKEN BY _____		LABOR TIME START TIME _____	MILEAGE MILES TO _____
RELEASED BY _____		FINISH TIME _____	MILES TOWED _____
KEY LOCATION <u>W/1</u>		TOWABLE Y, N <u>Y</u>	DRIVER <u>[REDACTED]</u> TRUCK # <u>11</u>
REMARKS _____			TRUCK CHARGE <u>50.00</u>
			MILEAGE <u>85.00</u>
			LABOR _____
			SPECIAL EQUIP. <u>\$</u>
DAYS	OUTSIDE STORAGE \$20.00 PER DAY	DAYS	INSIDE STORAGE \$30.00 PER DAY
METHOD OF PAYMENT: ☐ CASH ☐ CHARGE ☐ CREDIT CARD ☒ CK # <u>1331</u>		TOTAL <u>135.00</u>	
In the event I fail to pay the amount due hereunder, I grant permission to Alber Towing & Recovery, 128 E. Douglas Street, Freeport, IL to pick up said vehicle at their convenience, whether on private or public property and regardless of the address, at my expense. I hereby agree to pay storage charges as stated on the face of this contract. Non-payment of check or credit card by bank voids payment of this receipt.			
Authorized Signature <u>[REDACTED]</u>			
X <u>[REDACTED]</u>			

Ford motor I had talk to them 7/13/2010
Ref number 1494391200 7/28/2010



877-382-4357

Wade Commission Ref #26990354

NHTSA

Safety Ratings	Defects & Recalls	Safe Driving Information	Resources
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Office of Defects
Investigation (ODI)

DEFECTS & RECALLS

Safety Complaints ?

COMPLAINTS - SEARCH RESULTS

And Claim #

File a Complaint

Navigate: ODI Home » Search Complaints » Results List

online or by phone

Search Complaints

Help

Defect Investigations

Search Results

Seem Bailey My the Company

Report Date : July 29, 2010 at 11:45 AM

ODI Numbers Searched: 10328338,10340651,10344197

New Search

Print Version

Safety Recalls

Results : 5 | All records displayed

Service Bulletins

Make : FORD

Model : RANGER

Year : 1988

Downloads

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries : 0

Foreign Campaigns

ODI ID Number : 10344197

Number of Deaths : 0

EWR Information

Date of Failure: April 5, 2010

VIN : 1FTBR10T7JU...

Sitemap

Component: STRUCTURE

Summary:

1988 FORD RANGER STILL NEEDING A NEW CAB, WELL I WENT ON LINE HERE TO SEE IF I COULD FINE SOME WHERE TO GET A 1988 FORD RANGER CAB AT SO CHATING ON LINE HERE WITH WHOLE SALE FORD RANGER SARA ASKED ME FOR APART NUMBER FOR THE NEW CAB I SAID THAT THEY NEVER GAV ME ONE ON THE RECIEPT OK, AN I CALLED SOME WHERE ELSE OK BRAD IS NAME AN HE SAID THAT COULD PUT A PARCH IN THERE WHERE IT WOULD BE ROAD SAFE AN HIS NUMBER TO CALL HIM IS 1 800 562 8782, BUT THEN HE HASN'T SEEM THE CAB BUT IT BODY SHOP WORK ANY THEY HAVE MY FORD RANGER BACK TO ROAD SAFE OK WHAT THE HOLD UP ON THIS NOW ? I MAIL IN THE EVERYTHING THAT WAS SAID TODAY WITH CHAT OK AN BRAD PHONE NUMBER WILL BE JUST ON THERE OK POLICE REPORT IS OK THAT THEY WAS WATCH THE MY TRUCK CAUSE IT WASN'T PARKED AT MY APARTMENT OK SO THEY NO THE WHY IT WAS THEIR OK

☐ Check to Request Research. Submit below.

Make : FORD

Model : RANGER

Year : 1988

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries : 0

ODI ID Number : 10340651

Number of Deaths : 0

Date of Failure: April 5, 2010

VIN : 1FTBR10T7JU...

Component: STRUCTURE

Summary:

WENT TO PICK UP MY 1988 FORD RANGER TODAY AT FAIRWAY FORD FREEPORT IL AT NUMBER 1 815 232 6868 OK I WAS TOLD HERE THAT THEY HAD BEEN TRING TO CALL ME BUT WAS UNABLE TO REACH ME CALL HAD WRONG PHONE NUMBER OK BUT I HAVE REPORT HERE THAT STATE THAT TO FIX 1988 FORD RANGER THE FIRE WALL IS UNFIXABLE THEY NEW CAB TO MATCH THE COLOR OR APAINT JOB EITHER WAY AND I WILL SETTLE ON THIS PLU THEY WILL FIX MY CHEV FOR PART THAT WILL BUY THAT NEED TO FIX WITH ; BUT THEY NEED TO KNOW TO WHERE FINE ONE AT THAT IS ROAD SAFE, THAT YOU WOULD APPROVE AN THEY WILL REPAIR THE 1988 FORD RANGER AT THERE COST

☐ Check to Request Research. Submit below.

Make : FORD

Model : RANGER

Year : 1988

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10328338

Number of Deaths: 0

Date of Failure: April 5, 2010

VIN : 1FTBR10T7JU...

Component: ELECTRICAL SYSTEM:STARTER ASSEMBLY

Summary:

I BOUGHT A 1988 FORD RANGER TAN GOLD IN COLOR LOVE THE TRUCK, BUT I WENT TO INDIANA TO PICK MY SON UP EVERYTHING WAS FINE BUT ON THE WAY BACK THAT'S WHEN EVERYTHING STARTED TO FALL APART HERE. OK, STARTER WOULDN'T RESTART HAD TO POP CLUTCH IT, AN THEN THE CLUTCH PEDAL ITSELF GAVE AWAY FROM THE FIRE WALL ON THE WAY HOME TO SAVANNA IL. OK, IT WAS DARK OUT SO THE NEXT DAY WENT TO LOOK AND MY SON AND I SAW THERE WAS A CRACK THERE SO WE TRIED TO FIX THIS AN SEE WHY IT WASN'T STARTING UP. I CALLED MIDAS TO SEE IF THEY WOULD WELD THIS UP FOR ME. WE HAVE TRIED CARPENTER TAPE TO TRY AND PULL THE FIRE WALL BACK IN TO RELEASE THE CLUTCH TO GET THIS TRUCK SOMEWHERE TO BE FIXED AT THE FORD DEALERSHIP IN FREEPORT IL , BUT I HAVE CALLED ON FORD TO DO SOMETHING AND NOT WAIT ON AN ACCIDENT OR RECALL. THE FLUID THAT LEAKED OUT HIT THE MOTOR GOING DOWN THE ROAD. UPDATED 5/12/10 *CN UPDATED IVOQ 05/26/10 ACCORDING TO THE SERVICE INVOICE. THE FIRE WALL COULD NOT BE REPAIRED DUE TO THE CONDITION IT WAS IN. THE DEALER RECOMMENDED A NEW CAB. UPDATED IVOQ 07/13/10 UPDATED 07/15/10.8JB

☐ Check to Request Research. Submit below.

Make : FORD

Model : RANGER

Year : 1988

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10328338

Number of Deaths: 0

Date of Failure: April 5, 2010

VIN : 1FTBR10T7JU...

Component: POWER TRAIN:CLUTCH ASSEMBLY:PEDAL/LINKAGE

Summary:

I BOUGHT A 1988 FORD RANGER TAN GOLD IN COLOR LOVE THE TRUCK, BUT I WENT TO INDIANA TO PICK MY SON UP EVERYTHING WAS FINE BUT ON THE WAY BACK THAT'S WHEN EVERYTHING STARTED TO FALL APART HERE. OK, STARTER WOULDN'T RESTART HAD TO POP CLUTCH IT, AN THEN THE CLUTCH PEDAL ITSELF GAVE AWAY FROM THE FIRE WALL ON THE WAY HOME TO SAVANNA IL. OK, IT WAS DARK OUT SO THE NEXT DAY WENT TO LOOK AND MY SON AND I SAW THERE WAS A CRACK THERE SO WE TRIED TO FIX THIS AN SEE WHY IT WASN'T STARTING UP. I CALLED MIDAS TO SEE IF THEY WOULD WELD THIS UP FOR ME. WE HAVE TRIED CARPENTER TAPE TO TRY AND PULL THE FIRE WALL BACK IN TO RELEASE THE CLUTCH TO GET THIS TRUCK SOMEWHERE TO BE FIXED AT THE FORD DEALERSHIP IN FREEPORT IL , BUT I HAVE CALLED ON FORD TO DO SOMETHING AND NOT WAIT ON AN ACCIDENT OR RECALL. THE FLUID THAT LEAKED OUT HIT THE MOTOR GOING DOWN THE ROAD. UPDATED 5/12/10 *CN UPDATED IVOQ 05/26/10 ACCORDING TO THE SERVICE INVOICE. THE FIRE WALL COULD NOT BE REPAIRED DUE TO THE CONDITION IT WAS IN. THE DEALER RECOMMENDED A NEW CAB. UPDATED IVOQ 07/13/10 UPDATED 07/15/10.8JB

☐ Check to Request Research. Submit below.

Make : FORD

Model : RANGER

Year : 1988

Manufacturer : FORD MOTOR COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10328338

Number of Deaths: 0

Date of Failure: April 5, 2010

VIN : 1FTBR10T7JU...

Component: STRUCTURE

Summary:

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ACCIDENT OR RECALL. THE FLUID THAT LEAKED OUT HIT THE MOTOR GOING DOWN THE ROAD.
UPDATED 5/12/10 *CN UPDATED IVOQ 05/26/10 ACCORDING TO THE SERVICE INVOICE. THE FIRE WALL
COULD NOT BE REPAIRED DUE TO THE CONDITION IT WAS IN. THE DEALER RECOMMENDED A NEW
CAB. UPDATED IVOQ 07/13/10 UPDATED 07/15/10.8JB

☐ Check to Request Research. Submit below.



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FROM **LISA MADIGAN**
 Attorney General
 Consumer Fraud Bureau
 100 West. Randolph Street, 12th Floor
 Chicago, Illinois 60601-3175

TO

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

