

MAY 10 2011

THOMAS J. MILLER
ATTORNEY GENERALAddress Reply To:
Hoover Bldg., 1305 E. Walnut
Des Moines, Iowa 50319Telephone: 515-281-5926
Toll Free: 888-777-4590 (In Iowa)
Fax: 515-281-6771
www.IowaAttorneyGeneral.org

CONSUMER PROTECTION DIVISION

Department of Justice

May 3, 2011

[REDACTED]
Washington, Iowa [REDACTED]

Re: Ford Motor Company, our file 2011-124188

Dear [REDACTED]

Please find enclosed a photocopy of an April 28, 2011 letter from a representative of the above referenced business. The letter replies to us about your complaint. Our review of the information we now have in this matter appears to show Ford Motor Company is not interested in understanding why your vehicle is wearing out so many rear tires in what appears to be very short mileage and time frames. Based on our review we have determined that no other action on your concerns will be taken by this office. Accordingly, we are closing our file on your complaint.

In closing your file we are sharing a copy of our information with the National Highway Traffic Safety Administration, the federal agency responsible for vehicle safety and vehicle recalls. We anticipate that representatives of that agency will review your concerns and consider taking action as they believe appropriate.

Please note that our decision to close our file should not be considered as a conclusion on our part that representatives of the business did or did not comply with applicable law, nor does it preclude re-opening this file in the future should additional information come to our attention.

If you believe representatives of the business failed to deliver the performance you expected, you may wish to continue working with them. If you are not able to resolve your concerns through direct discussions, you may wish to consult with your personal attorney or consider filing a small claims court lawsuit without the assistance of your attorney if your claim is within the monetary limit for small claims court jurisdiction.

If you do not have an attorney and your search for one is difficult, you may wish to ask friends, family or other associates for recommendations. In addition, the Iowa State Bar Association operates a FIND-A-LAWYER service on its website: www.iowafindalawyer.com. The service will supply you the name or names of lawyers who are willing to consult with you for \$25 for the first 30 minutes.

ET
051611
TGW



Ford Customer Service Division

PO Box 6248, MD 4S-B
Dearborn, MI 48126 USA

April 28, 2011

Stephen Switzer
State of Iowa
Department of Justice
Consumer Protection Division
Hoover Building
1305 E. Walnut Street
Des Moines, IA 50319

Re: [REDACTED] File: 2011-124188; VIN: 1FAHP35N28W [REDACTED]

Dear Mr. Switzer:

A complaint was filed with your office by [REDACTED] regarding her 2008 Ford Focus. You asked that we investigate and provide you with a report of our findings.

Our Consumer Affairs Department has reviewed [REDACTED] complaint regarding her vehicle's rear tires and suspension. Our Ford New Vehicle Limited Warranty (NVLW) is three years or 36,000 miles driven, whichever occurs first. Although [REDACTED] vehicle is just over two years old; it has been driven approximately 40,000 miles, and has no extended coverage applicable to her stated vehicle concerns. Based on this information, we will not be meeting the expectations for a vehicle replacement or refund, nor do we propose any further action. If [REDACTED] is seeking to trade out of the vehicle, it is our recommendation that she speak with a Sales Manager at any Ford/Lincoln dealership, as Ford Motor Company has no involvement in the trade or sale of vehicles.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

Tanya Espinosa
Consumer Affairs Legal Analyst

cc: [REDACTED]
[REDACTED]
Washington, IA [REDACTED]

RECEIVED
11 MAY -2 AM 10:46
CONSUMER PROTECTION DIV.



AG CONSUMER

From: [REDACTED]
Sent: Tuesday, March 29, 2011 12:26 PM
To: AG CONSUMER
Subject: AG Office Consumer Complaint Form

Below is the result of your feedback form. It was submitted by [REDACTED] on Tuesday, March 29, 2011 at 12:25:37

name: [REDACTED]
address: [REDACTED]
city: Washington
state: IA
zipcode: [REDACTED]
homephone: [REDACTED]
workphone: [REDACTED]
age: 33
respname: Ford Motor Company
respaddr: PO Box 70
respcity: Dearborn
respstate: MI
respzip: 48121
respphone: 866-631-3788
vin: 1FAHP35N28W [REDACTED]
product: 2008 Ford Focus
newused: New
datepurch: 07/2008
amtpurch: 22,000
howpay: financed through credit union
contbus: Yes
contatty: Yes
whenatty: 3/28/2011
nameatty: Robert Schlegel
resolvefair: I believe my vehicle should be replaced or a generous trade allowance be offered to purchase another vehicle.
comments: I have been referred to your office after consulting with a local attorney about issues I have had with the 2008 Ford Focus I purchased brand-new in July of 2008. Since

the time I purchased the vehicle, there have been issues with the rear tire wear/suspension. First the rear tires were wearing unevenly and excessively. I took the vehicle to the dealership I purchased it from and they "fixed" the problem and replaced the tires two times. I continued to monitor the problem and found that it was still occurring and took the vehicle back to the dealership a third time in Oct. 2010. At that time, the dealership did more work on the vehicle and replaced the tires again. Since that last visit, I have driven the car approximately 5,000 miles. I recently noticed again that the tires are continuing to wear excessively and returned to the dealership a fourth time earlier this month. At that time, I spoke with the service manager who stated that he had done everything!

he could and tried every fix that Ford had given. He agreed that the current tires will likely only last another 5,000 miles and also agreed that the tires should last much longer than they have. The dealership advised that my next step would be to file a formal complaint with Ford Motor Company.

I filed a complaint with Ford on Friday, March 25th @ 10:30 am and was told that someone would be in touch with me within two business days. This morning, Monday, March 28, 2011 @ 8:45 am I received a call from Craig at Ford. He stated that they had reviewed my complaint and were unable to repurchase the vehicle. I asked if he could tell me why that was the case and he stated, "that is not something I can discuss with you". He then went on to explain that Ford had no other options at this point and the dealership would not be doing any further repairs or replacing the tires anymore. He insisted that the dealership and Ford have done all that they could do. I asked him if there was a phone number that my attorney could contact to discuss the issue and he said there is no phone number available for attorneys to call. He gave me a mailing address for the Claims Department at Ford for an attorney to send a letter to.

Several times, I have Googled "2008 Ford Focus rear tire wear" and the search comes up with 40,000+ hits so this problem is not exclusive to my specific vehicle. It is obviously a manufacturers defect that Ford is refusing to take credit for.

I would like to know if you can offer any advice on this problem. I have included my stepfather, [REDACTED] on this email because he co-signed on the vehicle purchase for me and has been assisting with the attempts to resolve the issue. Please feel free to contact either of us at the phone numbers listed below if you need more information.

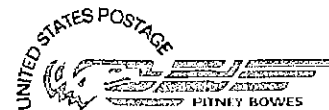
submit: Send in the complaint

HTTP_USER_AGENT: Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.13)
Gecko/20101203 Firefox/3.6.13

STATE OF IOWA
DEPARTMENT OF JUSTICE
CONSUMER PROTECTION DIVISION
HOOVER BUILDING
DES MOINES, IOWA 50319

Address Service Requested

PRESORTED
FIRST CLASS



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