

CL-10638927-2530

STATE OF MICHIGAN  
DEPARTMENT OF ATTORNEY GENERAL

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



P.O. Box 30213  
LANSING, MICHIGAN 48909

**BILL SCHUETTE**  
ATTORNEY GENERAL

September 03, 2014

Refer to AG No.: 2014-0086818-A

Ford Motor Company  
PO Box 6248  
Mail Drop No. 3 NE-B  
Dearborn, MI 48126

SEP - 9 2014

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp\_email13@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

Sincerely,

**BILL SCHUETTE**  
ATTORNEY GENERAL

Consumer Protection Division  
(517) 373-1140  
(877) 765-8388 - Toll Free in Michigan  
(517) 241-3771 - Fax

Enc.  
cc: National Highway Traffic Safety Administration

ET  
692314  
RW

FAX - 517-241-3771

To: Michigan State Attorneys Office  
Consumer Complaint Dept.  
517-373-1110

From: The [REDACTED]

Date: Aug. 21, 2014

Re: pre owned 2008 Grand Marquis

TOTAL: (4) pages

DEPT. OF ATTORNEY GENERAL  
RECEIVED  
AUG 21 2014  
CONSUMER PROTECTION  
DIVISION



0AS009.011  
Authority: "ERR PA 321  
Compliance Authority"  
Public Info



MICHIGAN DEPARTMENT OF ATTORNEY GENERAL

CONSUMER COMPLAINT/INQUIRY FORM

Please be aware of the following:

- Complaints and inquiries become public records when they are submitted to the Attorney General's office, and under the Michigan Freedom of Information Act, copies may be subject to disclosure to anyone who asks for them.
- A copy of the complaint may be sent to the business against whom the complaint is issued. An accurate company Fax number will expedite processing.
- A copy of the complaint may be sent to other governmental agencies.
- Please be particularly cautious with information containing your Social Security number, credit card account numbers, etc. for security purposes. If you believe it is necessary to submit such information, you should mark that information and the corresponding complaint.

Consumer Information

Your Last Name: [Redacted] First Name: [Redacted]

Your Street Address: [Redacted] City: Wheat-Cong

Your State: NJ Zip Code: [Redacted]

Your County: Warren

Your Home Phone: cell [Redacted] Work Phone: [Redacted]

Fax Number: [Redacted] E-mail Address: [Redacted]

Primary Company or Person Your Complaint is About

Company Name: Ford Motor Co. ATTN: Brad Simmons

Street Address: World HQ #405-A5 City: Bro American Rd.

State: Warren MI Zip Code: 48126-2701

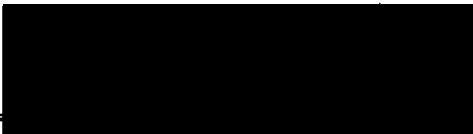
County: [Redacted] Phone: 313-390-9880

Fax Number: cell 313-530-9944 E-mail Address: bsimmon1@ford.com

Website Address: He's Dir. office of the Executive  
Chairman

page ①

3 pages



Page 2

Note Federal Trade Commission notified #550-11609

Secondary Company or Person Your Complaint is About

Company Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_ City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
 Web Site Address: \_\_\_\_\_

Complaint Information

Is Your Complaint About A BUI? Yes  No   
 If So, Please Provide A Copy.  
 Approximate Monetary Value: \$ \_\_\_\_\_  
 Did You Sign A Contract? Yes  No   
 Where Did You Sign This Contract: \_\_\_\_\_  
 Is A Court Action Pending? Yes  No   
 Do You Have An Attorney Representing You On This Matter? Yes  No

Motor Vehicle Warranty Complaint Information

If your complaint involves motor vehicle manufacturer warranties or rental or service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automobile repairs and repair facilities, must be filed with the Department of State's Bureau of Information Security, Regulatory Monitoring Division: 1-888-787-6424.

Vehicle Make, Model and Year: Owned 2010 - 2008 Grand Marquis  
 VIN No: 2MEFM75VX8X

Complaint Description Information

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. Use additional sheets if necessary.

Car was recalled for poor steering noticed was  
received end of Oct 2013 AFTER Aug 2013  
Accident whereby [redacted] was unable to  
turn the ignition key off and shift the  
gear shift. THEY WERE LOCKED - a runaway car

page (3)

The car was a Runaway if there was no boulder or tree to stop the car, we would have  
 a different conversation. Both the ignition and gear shift were locked ENT  
 police + fire were on the scene; damage + repair @ \$1000.00. All parties Ford repair +  
 ours were aware of these problems of failures, but won't do anything since they  
 were not in the recall notice. Communication by us - the [redacted], have  
 been on going since Jan/Feb 2014 and has been passed from one person to  
 another (telephone) have NOT received any written communication from  
 Ford other than recall notice. We met Mr. Simmons at the auto show in NYC  
 in April, 2014 the only verbal conversation was July 28, 2014 - he has NOT returned  
 calls prior and and after July 28, 2014 - He stated he has the file and would  
 investigate, to date nothing

We are both my wife + I are afraid of the car for the fear this would  
 occur again - the LOCKING of gear shift + ignition, but that next time it  
 might, especially not a fatality, we were lucky this time.

The Scott is currently at a Performance Ford dealership + has been there  
 since recall. They have not contacted us even when the recall was finished.  
 We need a car + it needs a current inspection sticker ASAP

Suggestions have been made by us to Ford Motors, but apparently fell on  
 numerous deaf ears we tried to reach Mr Ford, Mr Mullaney and Mr. Fields to  
 no avail.

Mr. Simmons is aware that you have been contacted as well as the media,  
 something he did not want. The internet shows that there have been notifications  
 of failure of ignition + gear shift on the Grand Marquis as well  
 as other Ford cars.

We are NOT satisfied customers + my husband's loyalty to Ford is waning.  
 We hope that you can expedite an immediate resolution to this drawn out  
 problem. Thank you. [redacted]

**BILL SCHUETTE**  
ATTORNEY GENERAL  
Lansing, Michigan 48913



U.S. POSTAGE  PITNEY BOWES



ZIP 48906 \$ 000.48<sup>0</sup>  
02 1W  
0001395613 SEP 03 2014

NATIONAL HIGHWAY TRAFFIC SAFETY  
ADMINISTRATION  
1200 NEW JERSEY AVE. SE  
WEST BUILDING  
WASHINGTON, DC 20590

*Defects  
AM*

