



State of Wisconsin  
Governor Scott Walker

**Department of Agriculture, Trade and Consumer Protection**

Ben Brancel, Secretary

CI-108362115308

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

December 15, 2015

[Redacted]  
Menasha WI [Redacted]

JAN 4 2016

RE: File [Redacted] (Refer to this number when contacting our agency)  
Ford Motor Co  
16800 Executive Plaza Dr  
Dearborn MI 48126-4261

Dear [Redacted]

Thank you for submitting your complaint about Ford Motor Co.

The laws dealing with this issue are enforced by the agency listed below, so we are forwarding your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
US DEPARTMENT OF TRANSPORTATION  
WEST BUILDING  
1200 NEW JERSEY AVE SE  
WASHINGTON DC 20590  
Telephone: 888-327-4236 or 202 366-0123  
Website: [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)

You may contact them directly for information about your complaint.

Sincerely,

Eric D. Brown  
Consumer Protection Investigator  
Mediation Unit  
Bureau of Consumer Protection  
Email: [Eric.brown@wisconsin.gov](mailto:Eric.brown@wisconsin.gov)  
[www.facebook.com/wiconsumer](http://www.facebook.com/wiconsumer)

C: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

NM  
1416  
SMD

## Motor Vehicle Repair Complaint

### Complaint PIN:

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#### Your Information

Salutation

First Name

Last Name

Address Line 1

City

menasha

State

WI

Zip

Cell Phone

Home Phone

Email

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Phone me between 8-4 at

Home

Best time to call

8-4

#### Information about the person or business your complaint is against:

Business Name

ford motor co.

Address Line 1

po box 1904

City

dearborn

State

MI

Zip

48121

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Name of the person you talked to

Title of the person you talked to

#### Your Complaint

received a letter on recall 14n01 about headlight electronic module going out this item causes the headlights to go out we received the letter in September 2015 we had to have the module replaced in 11/3/2014 to the price 536.60 by a locally owned repair shop I called ford motor co and they told me the repair expired in oct. 2014 the refused to reimburse me the money. then toke the letter to bergstrom ford in Neenah wi. they sent it in to ford along with letter and copy of bill it was refused also that's why I am filing a complaint with you.

#### Information About Your Complaint

Which of the following best describes your first contact with the business?\*

Information Sent By Mail

If other, describe the other method of contact.

If printed ad, when was it printed?

If printed ad, where was it printed?

ford motor co

Date of transaction

How old is the person who had contact with the business?	62 or Older
Make	grand marquis
Model	
Year	2003
VIN	2mefm74w83x [REDACTED]
At the time of the repair, was the vehicle covered by a salvage certificate?	No
How did you deliver your vehicle to the shop?	drove it in to shop during daylight hours to check out car to see what is causing headlights to go out they found that module for headlights was bad they replaced it
What repairs did you ask the shop to do?	
Were instructions written on the original repair order?	No
How did you first order the repairs?	In Person - By Speaking to a Shop Representative
If other, please specify	
Did you receive a price estimate before the work was started?	No
If yes, list the amount of the estimate.	
Was it written on the original repair order?	No
Did you sign the estimate section of the repair order?	Yes
Did you receive a copy of the original repair order before reports were started?	Yes
Were additional repairs performed?	No
If yes, list the additional repairs.	
Did the shop provide a new total estimate for all repairs?	Yes
Did you approve the added repairs?	No
If yes, how did you approve?	
Did you make any prepayment?	No
If yes, what amount?	
Were you given a completion date?	Yes
Did they make repairs without permission?	No
Were you forced to pay for repairs that were done without your permission?	No
Recommend repairs that were not needed?	No
Fail to return replaced parts upon request?	No
Charge for repairs that were not made?	No
Charge for repairs that were not needed?	No
Refuse to honor a written guarantee?	No

Fail to perform the repairs in a satisfactory manner? No

Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? No

List the amount of the final repair bill  
Amount Paid

Was the vehicle released to you after you paid for all authorized repairs? Yes

When the repairs were finished, did you receive a final invoice itemizing the parts and labor? Yes

Did you contact the business about your complaint? No

When did you contact the business?

What happened when you contacted the business?

**Resolution Information**

Have you filed this complaint with another agency? No

Agency name

What happened when you contacted the other agency?

Have you contacted a private attorney?

Have you started court action? No

How do you feel this complaint should be resolved?\*

I should be reimbursed for the money I spent on the repair to the tune 536.60 it had to be replaced then no headlights and why did it take so long for us to get the recall we owned the car since 2007 we bought it from mother-in-laws estate



**Department of Agriculture,  
Trade & Consumer Protection**

2811 Agriculture Drive  
PO Box 8911  
Madison WI 53708-8911

RETURN SERVICE REQUESTED

TCP

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Defects  
PM

JPA-658 20590

