

NRM-010

CL-10839042-7348 (4560)



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

MAY 12 2017

Lisa Madigan
ATTORNEY GENERAL

April 28, 2017

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

NHTSA HEADQUARTERS
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

RE: FORD MOTOR COMPANY
FILE NO: [REDACTED]

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,

ATTORNEY GENERAL
State of Illinois

Daniel Ligocki

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

Enclosure
/cr

RE
62317
LD

FR



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62706
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name [Redacted]
Address [Redacted]
Lake Bluff IL [Redacted]
Senior Citizen No
Veteran No
Service Member Yes

County Lake
Phone (Daytime) [Redacted]
Phone (Evening) [Redacted]
Email Address [Redacted]

NAME OF SELLER/PROVIDER OF SERVICE

Name Libertyville Lincoln/ Ford Dealer
Address Libertyville IL
Phone
Website
Complained Yes
to company?
Person
Phone

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name
Address IL
Phone
Website
Complained No
to Company?

TRANSACTION INFORMATION

Transaction Date
Signed a contract? No
Product was advertised? No

Total cost \$ 0
Amount paid to date \$ 0
Method of payment
Transaction Location :

Registered a dispute with the credit card company No

COMPLAINT DESCRIPTION

Hello My parents died 2015 from CO poisoning from a new Keyless Ignition Car(Google- [Redacted] Keyless Ignition Death for full story) You say you ADVOCATE for people of Illinois, well, Washington DC told me to contact my representatives in this state to contact proper people in Washington DC. Please contact NHTSA(National Highway Traffic Safety Administration) TO PASS REGULATIONS TO BIG CAR COMPANIES TO HAVE SAFETY FEATURES IN PLACE. Loud Audible or shut off. My parents would still be Alive. Many people have died in this matter but have not gone public. Represent me from Illinois and make Change Thanks- [Redacted] cell

REQUESTED RELIEF

CHANGE
NOTIFY BUSINESS: I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

OTHER INFORMATION

Date submitted [Redacted] File type [Redacted]

LISA MADIGAN
ATTORNEY GENERAL
STATE OF ILLINOIS
100 West Randolph Street
Chicago, IL 60601



05-02-17-RET-SRV-REQ

PRESORTED
FIRST CLASS



U.S. POSTAGE  PITNEY BOWES



ZIP 60601 \$ 000.42³
02 4W
0000342110 MAY 01 2017

111 DBFNSMB 20590



Background



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



September 23, 2016

Attn: [REDACTED]

Lake Bluff, IL [REDACTED]

Dear [REDACTED]

Thank you for your letter expressing your concern regarding keyless ignition system safety. Specifically, you suggested that the National Highway Traffic Safety Administration (NHTSA) create regulations for keyless ignition vehicles to prevent vehicle related carbon monoxide poisonings. I am happy to share the efforts currently underway at NHTSA in this area.

NHTSA is continuing its work to evaluate the available options for improving the safety of vehicles utilizing keyless ignition systems. The Agency published a Notice of Proposed Rulemaking on December 12, 2011, and is considering all available information as it determines the best path toward improved vehicle safety. As part of our rulemaking analysis, we evaluate available data to quantify safety benefits for each potential countermeasure as well as associated costs to consumers.

NHTSA has also produced a video for consumers that highlight the proper way to operate vehicles with keyless ignition systems and give drivers tips to prevent dangerous situations from occurring. This video is available both on YouTube and on the NHTSA website. Please see below for the links.

<http://www.safercar.gov/Keyless>https://www.youtube.com/watch?v=aNKY_JvKSpU

I hope this information is helpful. If you have further questions, please do not hesitate to contact me or Mr. David Hines, Director, Office of Crash Avoidance Standards, at 202-366-1810.

Sincerely yours,

R. Ryan Posten
Associate Administrator for
Rulemaking

EXECUTIVE SECRETARIAT
RECEIVED NHTSA

2016 SEP 20 P 3: 25

Memo

To: Anthony Fox

From: [REDACTED]

CC:

Date: 9/6/2016

Re: Keyless Ignition Dangers

Hello

NHTSA agency sets minimum standards, and then
Enforce them.

Due to the continually increasing volume of calls involving keyless push button vehicles with key fobs, I do believe it is time to pass a standardized set of regulations for all auto makers in this country. Carbon monoxide poisoning is a completely preventable cause of death and with a standard in place, this risk would be greatly minimized.

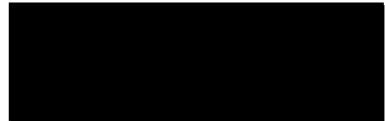
Thank You

[REDACTED]

[REDACTED]

S10-160919-020

ES16-004560

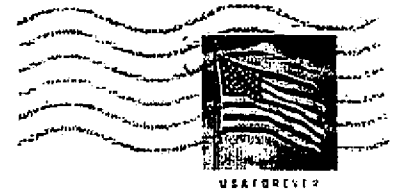


LAKE BLUFF IL



CAROL STREAM IL 6001

21 SEP 2005 PM 5 L



ANTHONY FOX
US DOT
1200 NEW JERSEY AVE, SE
WASHINGTON, DC
20590

S10-160919-020

20590-





**Office of the Secretary of Transportation
Executive Secretariat**

Control number:	S10-160919-020	Action office:	NHTSA
Document date:	9/6/2016	Due date:	10/11/2016
Author(s):	[REDACTED]		
Subject:	Expressing Concerns with Keyless Push Button Vehicles With Key Fobs		
Action:	Direct Reply		

Comments:

Date	Action	Action by
9/20/2016	Updated Folder Information.	ASHLEIGH.SCHOFIELD
9/19/2016	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	JAY.HEMSLEY
9/19/2016	Updated Folder Information.	JAY.HEMSLEY
9/19/2016	Work Folder Assigned to NHTSA.	BRIAN.SPRIGGS
9/19/2016	Incoming File Uploaded.	BRIAN.SPRIGGS
9/19/2016	Control Number Created.	BRIAN.SPRIGGS

Date	Note	Note by
-------------	-------------	----------------