

CL-10882428-3174

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

August 23, 2016

Refer to AG No.: [REDACTED]

[REDACTED]  
Toms River, NJ [REDACTED]

SEP 1 - 2016

Dear Consumer:

RE: Ford Motor Company

We have received the information you recently submitted to this office regarding Ford Motor Company.

We are, by copy of this letter, referring your correspondence to:

National Highway Traffic Safety Administration  
1200 New Jersey Ave. SE  
West Building  
Washington, DC 20590  
(888) 327-4236

From the information you have submitted it appears that the above-named agency may have jurisdiction in the matter outlined in your correspondence and may be able to assist you.

Further communication regarding your correspondence should be forwarded directly to them at the address given in this letter.

Hopefully, this direct referral will expedite efforts toward a solution of your problem or provide you with the information you requested.

Sincerely,

**BILL SCHUETTE**  
ATTORNEY GENERAL

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

RR  
9/2/16  
SMD

AUG 08 2016

DAG 008-001  
Authority: 1976 PA 331  
Compliance: Voluntary  
Penalty: None

**CONSUMER PROTECTION**

**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 mail that information and the corresponding complaint.

**Consumer Information**

Your Last Name: [REDACTED] First Name: [REDACTED]

Your Street Address: [REDACTED] City: TOMS RIVER

Your State: N.J. Zip Code: [REDACTED]

Your County: OCEAN

Your Home Phone: [REDACTED] Work Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-mail Address: [REDACTED]

**Primary Company or Person Your Complaint Is About**

Company: Name: FORD MOTOR CO.

Street Address: 1 AMERICAN RD City: DEARBORN

State: MICHIGAN Zip Code: 48126

County: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Website Address: \_\_\_\_\_

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**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: \_\_\_\_\_

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**Complaint Information**Is Your Complaint About A Bill? 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 

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**Motor Vehicle Warranty Complaint Information**

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's Bureau of Regulatory Services: 1-888-767-6424.

Vehicle Make, Model and Year: \_\_\_\_\_

VIN No.: \_\_\_\_\_

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**Complaint Detail/Inquiry 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.

THE ATTACHED SHEETS SHOWS MY ATTEMPTS TO HAVE FORD MOTOR CO. REPAIR MY GRANDAUGHTER'S CAR  
AND TO RECALL THEIR CARS THAT HAVE THIS ISSUE WHICH COULD CAUSE A FATAL ACCIDENT

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[REDACTED]  
TOMS RIVER, N.J. [REDACTED]

JUNE 18, 2016

REF. VIN 1FMCU96H75K [REDACTED]

DEAR MR. M. FIELDS,

CAN YOU EXPLAIN WHY THIS 2005 FORD ESCAPE WAS NOT RECALLED FOR THE "RUST ISSUE"? THIS CAR WAS BUILT 9/2004. YOU RECALLED ALL THE 2001-2004 ESCAPES FOR THIS ISSUE, WHY NOT RECALL THE LATER YEAR ESCAPES, ESPECIALLY SINCE THE ISSUE WAS NOT CORRECTED AFTER THE RECALL?

MY GRANDDAUGHTER JUST PURCHASED THIS CAR SIX MONTHS AGO TO TRAVEL BACK AND FORTH TO COLLEGE AND IF IT NOT FOR HER TELLING MY SON ABOUT THE NOISE IN THE REAR HE WOULD NEVER HAVE FOUND THIS RUSTED OUT SHOCK SUPPORT ( PICTURE ENCLOSED) WHICH COULD HAVE CAUSED HER TO LOSE CONTROL OF THE CAR AND CAUSE A FATAL ACCIDENT.

LOOKING AT THIS CAR (PICTURE ENCLOSED) YOU WOULD NEVER SUSPECT THIS" RUST ISSUE", AND BESIDES IT WAS MAINLY HIDDEN WITH UNDERCOATING.

SINCERELY YOURS,  
[REDACTED]

CC: NATIONAL HWY TRAFFIC SAFTY ADM.

FORD CUSTOMER SERV.

BBB

N.J. AUTO WHOLESALER



JULY 5, 2016  
THIS IS FORD'S ANSWER TO NOT  
BEING RESPONSIBLE FOR THEIR  
UNSAFE CARS ON THE ROAD ???  
REF. SAFECAR.ORG REPORT  
(ATTACHED)

June 30, 2016

CC: FORD CONSUMER AFFAIRS  
NHTSA  
MR. FIELDS (FORD'S CEO)

Constance Stevens  
Better Business Bureau  
20300 W 12 Mile Rd. Ste. 202  
Southfield, MI 48076-6409

Re [REDACTED] VIN: 1FMCU96H75K [REDACTED]

Dear Ms. Stevens:

A complaint was filed with your office by [REDACTED] regarding his 2005 Ford Escape. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed [REDACTED] concern regarding the rust on the vehicle and his request for a recall to be initiated by Ford Motor Company.

Recalls are Vehicle Identification Number specific and there are many factors that determine when and/or if a recall may or may not be initiated, either voluntarily by Ford Motor Company, or at the direction of the National Highway Traffic Safety Administration. Some of these include the number of like vehicles experiencing the same concern; were the vehicles built at the same plant; the number of concerns reported by our dealerships; calls from consumers to our Customer Relationship Center, and whether or not the concern is considered a safety issue.

[REDACTED] vehicle is not currently involved in any recalls or customer satisfaction programs. If [REDACTED] experiences any concerns with his vehicle in the future, we recommend that he contact his Ford dealership immediately for prompt inspection and diagnosis.

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

Sincerely,

Amanda Bemiller  
Consumer Affairs Legal Analyst

cc: [REDACTED]

Toms River, NJ [REDACTED]



July 26, 2016

Constance Stevens  
Better Business Bureau  
20300 W 12 Mile Rd. Ste. 202  
Southfield, MI 48076-6409

Re: [REDACTED]; VIN: 1FMCU96H75K [REDACTED]

Dear Ms. Stevens:

This letter is in response to your most recent correspondence regarding [REDACTED] and his 2005 Ford Escape.

Although we regret not being able to meet [REDACTED] expectations, we believe that our previous response detailing when and/or if a recall is initiated was appropriate.

Thank you for providing us the opportunity to address this matter.

Sincerely,

Amanda Bemiller  
Consumer Affairs Legal Analyst

cc: [REDACTED]  
Toms River, NJ [REDACTED]

JULY 30, 2016

This is not about "my expectations". It is about Ford's negligence and lack of responsibility. They knowingly continued to build cars after a recall with th same fault that could cause a fatal accident and they did not recall them

I will be filing a claim with the Attorney General in Michigan.

I appreciate and thank you for your efforts in this matter



Subj:  
Date:  
From:  
To:

Re: Check out Ford Shock Mount Bracket Pair Rear - 1ABMK00049 at [REDACTED]  
6/11/2016 5:31:27 P.M. Eastern Daylight Time

*Reason for 2001-4 recall  
2005 Has same problem.*



On Jun 11, 2016, at 5:21 PM, [REDACTED] wrote:

CAN YOU SEND ME A PICTURE OF THE SHOCK, I AM SENDING A LETTER TO THE CEO OF FORD

In a message dated 6/11/2016 4:32:55 P.M. Eastern Daylight Time, [REDACTED] writes:

Wrong mount. Her truck is a 2005 Ford Escape hybrid.

On Jun 11, 2016, at 4:26 PM, [REDACTED] wrote:

[Ford Shock Mount Bracket Pair Rear - 1ABMK00049](#) at [REDACTED]

*Right Shock*



LEFT SHOCK

*No outward sign of rust problem.*



*Truck***YEAH!**

## Almost 400,000 Ford Escape SUVs Recalled Over Rust



4/07/14 3:55pm · Filed to: RECALLS

26.7K 56



Remember the fun-sized first generation Ford Escape? If you're still riding around in one you might want to give it a once-over, Ford just issued a recall for some 385,760 2001 to 2004 Escapes over a "rust issue" that could cause components of the SUV to come apart and "affect the ability to steer."

Specifically, *The Detroit News* reports that the rust could lead to a separation of the lower control arm from the vehicle's subframe. This recall primarily applies to vehicles sold in Michigan, the northeast, midwest, and Eastern Canada— regions affectionally referred to as "the rust belt." Well "I@#", that makes me want to go out and powerwash the underside of my own vehicle right now.

# Search Results

*over 300 for shock mount*

<b>Recalls</b> 5 Result(s)	<b>Investigations</b> 2 Result(s)	<b>Complaints</b> 1126 Result(s)	<b>Manufacturer Communications</b> 59 Result(s)
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Date Complaint Filed: 07/04/2016  
 Component(s): SUSPENSION  
 Consumer Location: TOMS RIVER, NJ

Date of Incident: 05/20/2016  
 NHTSA ID Number: 10882428

All Products Associated with this Complaint

Details

0 Available Documents

Crash: No    Fire: No    Number of Injuries: 0    Number of Deaths: 0  
 Manufacturer: Ford Motor Company  
 Vehicle Identification No. (VIN): 1 FMCU96H75...

**SUMMARY:**

THE RIGHT REAR SHOCK MOUNT DISCONNECTED FROM THE BODY BECAUSE OF RUST...EARLY YEARS WERE RECALLED FOR THIS PROBLEM

Date Complaint Filed: 07/02/2016  
 Component(s): STRUCTURE , SUSPENSION  
 Consumer Location: GERMANTOWN, WI

Date of Incident: 10/31/2015  
 NHTSA ID Number: 10882299

All Products Associated with this Complaint

Details

0 Available Documents

Crash: No    Fire: No    Number of Injuries: 0    Number of Deaths: 0  
 Manufacturer: Ford Motor Company  
 Vehicle Identification No. (VIN): 1FMYU93115K...

**SUMMARY:**

WHILE DRIVING ON THE FREEWAY STARTED HEARING A LOUD SOUND AND THE CAR BECAME BUMPY AND BOUNCY. PULLED OFF THE FREEWAY, BUT COULD NOT IDENTIFY THE PROBLEM. TOOK TO A GARAGE AND TOLD RIGHT REAR INNER SHOCK MOUNT AND FENDER PANEL HAD ROTTED. FORD HAD A REPLACEMENT PART FOR THIS CONDITION, BUT DID NOT HAVE A RECALL. LABOR COST DUE TO WELDING WAS \$1300.00, TOTAL COST 1,966.00. HOW COULD FORD HAVE A REPLACEMENT PART, BUT NOT A RECALL? TRIED 3 GARAGES ONLY 1 (WHO HAD A WELDER) WOULD CONSIDER THE JOB. CAR COULD NOT BE DRIVEN...CONDITION WORSENERD QUICKLY AND HAD TO DRIVE 10 MPH TO GET ESTIMATES WITH BLINKERS ON. *HOPING NO ONE WOULD HIT US. SCARY!* HAD TO REPLACE INNER SHOCK MOUNT AND FENDER PANEL, INSTALL , WELD, AND SEAL. ALSO NEEDED NEW REAR SHOCKS.

Date Complaint Filed: 06/27/2016  
 Component(s): SUSPENSION  
 Consumer Location: COAL CITY, IL

Date of Incident: 06/01/2016  
 NHTSA ID Number: 10881193

All Products Associated with this Complaint

Details

0 Available Documents

Crash: No    Fire: No    Number of Injuries: 0    Number of Deaths: 0  
 Manufacturer: Ford Motor Company  
 Vehicle Identification No. (VIN): 1FMYU03135K...

**SUMMARY:**

THE RIGHT REAR WHEEL WELL HAS RUSTED COMPLETELY THROUGH; LEAVING THE STRUT BOUNCING FREELY. THE CAR CAN NOT BE DRIVEN AT THIS TIME. *AT THE TIME IT BROKE IT ALMOST BOUNCED ME INTO ONCOMING TRAFFIC. THIS SHOULD BE A RECALL AS IT HAPPENS TO ALL 2004-2006 ESCAPES.*

Date Complaint Filed: 06/24/2016  
Component(s): STRUCTURE, SUSPENSION  
Consumer Location: NAPERVILLE, IL

Date of Incident: 04/01/2016  
NHTSA ID Number: 10876354

All Products Associated with this Complaint ▾

0 Available Documents ?

Details ▲

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0  
Manufacturer: Ford Motor Company  
Vehicle Identification No. (VIN): 1FMCU941X5K...

SUMMARY:

ENTIRE RIGHT WHEEL WELL OF THE VEHICLE IS RUSTING AWAY. THE SHOCK ABSORBER IS MOUNTED TO THIS SHEET METAL, SO IT IS NO LONGER EFFECTIVE, MAKING THE VEHICLE UNSAFE TO DRIVE. I UNDERSTAND THIS IS A COMMON PROBLEM WITH THESE VEHICLES AND FORD WILL DO NOTHING TO COMPENSATE ME. CURRENTLY HEARING A LOUD THUMPING AT EVERY BUMP, DUE TO THE SHOCK BECOMING DETACHED FROM THE VEHICLE.

Date Complaint Filed: 06/17/2016  
Component(s): SUSPENSION  
Consumer Location: MAHOPAC, NY

Date of Incident: 06/15/2016  
NHTSA ID Number: 10874922

All Products Associated with this Complaint ▾

0 Available Documents ?

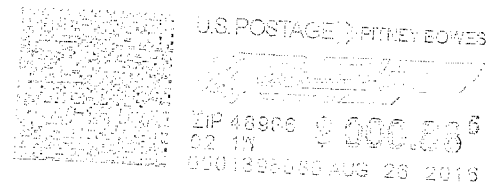
Details ▲

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0  
Manufacturer: Ford Motor Company  
Vehicle Identification No. (VIN): 1FMYU93145K...

SUMMARY:

THE ENTIRE RIGHT SIDE SHOCK MOUNT AND WHEEL WELL TOTALLY RUSTED AND HANGING ON BY A THREAD. MY 18 YEAR OLD SON COULD HAVE BEEN KILLED HAD WE NOT DISCOVERED IT. I HAVE READ HUNDREDS OF THESE COMPLAINTS WHICH IS HOW WE DISCOVERED THAT THIS WAS THE SAME NOISE WE WERE HEARING AND DECIDED TO LOOK AT RIGHT SIDE BACK DOOR PASSENGER WHEEL WELL. WE CAN LITERALLY MOVE IT UP AND DOWN. THIS IS A MAJOR SAFETY ISSUE AND SOMEONE IS GOING TO GET KILLED FROM THIS BECAUSE THE WHEEL CAN FALL OFF!!!! THANK GODNESS WE HEARD THE NOISE WHILE DRIVING AND INVESTIGATED IT.

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



CRH TSA  
1200 New Jersey Ave SE  
West Building  
Washington DC 20590

