



State of Wisconsin
Governor Scott Walker

U-11046754-5896

Department of Agriculture, Trade and Consumer Protection

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

NOV 03 2017

October 25, 2017

[Redacted]
Waterloo WI [Redacted]
[Redacted]

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 contacting the Department of Agriculture, Trade and Consumer Protection concerning Ford Motor Co.

I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of 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

Thank you again for bringing your complaint to our attention.

Sincerely,

Eric D. Brown
Consumer Protection Investigator
Mediation Unit
Bureau of Consumer Protection
Email: Eric.brown@wisconsin.gov

C: National Highway Traffic Safety Administration

Agriculture generates \$88 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

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AM
11-15-17
WD

Burr, Barbara A.

From: DOJ - Webmaster
Sent: Friday, September 01, 2017 9:34 PM
To: Schimel, Brad (Alternative)
Subject: Contact the Attorney General's Office

Submitted on Friday, September 1, 2017 - 21:33

Submitted values are:

First Name: [REDACTED]
Last Name: [REDACTED]
Street Address: [REDACTED]
Street Address 2:
City: waterloo
State: wi
Zip Code: [REDACTED]
Country: United States
Daytime Phone: [REDACTED]
Email Address: [REDACTED]

Type Your Message: I was advised to contact you by consumer reports customer relations. I would like to file a complaint against ford motor company, regarding the 2012 ford escape. I have documentation from many owners with rusting above the rear wheel wells. Ford knows about this but will not acknowledge nor do they care since it's not a safety issue. I have contacted ford and was told they would document the issue. that's all. I contacted my ford dealership and was quoted \$3,000 per side for repair. I think ford should pay for this since it is a defect and they are aware of it. Please let me know if u can help me with this issue or if I need to contact another resource.



STATE OF WISCONSIN
DEPARTMENT OF JUSTICE

W DATCP

OCT 24 2017

BRAD D. SCHMIEL
ATTORNEY GENERAL

Paul W. Connell
Deputy Attorney General

Delanie M. Breuer
Chief of Staff

Division of Trade &
Consumer Protection
177 W. Main Street
P.O. Box 7867
Madison, WI 53707-7867
www.doj.state.wi.us

David Ghilardi
Consumer Protection Unit
608-266-5410
608-266-2260 (FAX)

October 23, 2017

[Redacted]
Waterloo, WI [Redacted]

Re: [Redacted]

Dear [Redacted]

Thank you for contacting the Wisconsin Department of Justice concerning your complaint. We are sorry to hear of the difficulties you are having, and we appreciate you taking the time to bring your concerns to our attention.

Under Wisconsin law, the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) is the state agency with the primary authority to conduct initial reviews and subsequent investigations of consumer complaints like yours. Consequently, your correspondence has been forwarded to DATCP and they will attempt to assist you in resolving your complaint. Should DATCP, after an investigation, determine that an enforcement action in court might be warranted, it can refer the matter back to our office for possible litigation.

If you have other questions or further information that could assist DATCP as it reviews your complaint, please feel free to call DATCP at 1-800-422-7128 (toll-free in Wisconsin) or 1-608-224-4953 (from out-of-state). Make sure to notify DATCP if your address or phone number changes. Correspondence can be mailed to:

Wisconsin Department of Agriculture, Trade and Consumer Protection
2811 Agriculture Drive
P.O. Box 8911
Madison, WI 53708-8911

We hope that your complaint gets resolved to your satisfaction.

Sincerely,

David J. Ghilardi
Consumer Protection and Antitrust Unit
Wisconsin Department of Justice

cc: Wisconsin Department of Agriculture, Trade and Consumer Protection



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

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

TCP TRADE

neopostSM

10/26/2017

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NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

10/27/2017 MLW WI 532 ***

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