

FEB 14 2018

CI-11074754-7087

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590
(202) 366-4000
(888) 327-4236
www.nhtsa.dot.gov

Again, thank you for writing. Please feel free to contact the Office of the Attorney General if we may be of further assistance.

Sincerely,



Carlos Ibanez
Constituent Affairs Division
Office of the Attorney General of Texas

Encl.

NAM
2-20-18
LD



KEN PAXTON
ATTORNEY GENERAL OF TEXAS

December 28, 2017

[REDACTED]
Fort Worth, TX [REDACTED]

Dear [REDACTED]

Thank you for your recent letter. We appreciate your contacting the Office of the Attorney General.

To formally report the matter to this agency's Consumer Protection Division (CPD), please complete the enclosed form. If additional information is needed, CPD will contact you. Your complaint will be kept on file to assist us in monitoring business practices and in determining priorities for enforcement efforts. We appreciate your assistance in this effort.

Consumer complaints sometimes form the basis for an investigation or other action against a company by this office. Please know we are prohibited from commenting on or acknowledging possible investigations. Any legal action that this office may take against a company would be on behalf of the state of Texas, not an individual or privately owned business. For more information and additional options, you may wish to read the consumer protection section of our website.

The Texas Department of Motor Vehicles (TxDMV) licenses and regulates car dealerships and takes complaints about the business practices of dealers. You can reach TxDMV at:

Texas Department of Motor Vehicles
Enforcement Division
4000 Jackson Ave
Austin, Texas 78731
(512) 465-3000
(888) 368-4689
www.txdmv.gov

The National Highway Traffic Safety Administration (NHTSA) within the United States Department of Transportation has federal authority to conduct defect investigations and administer safety recalls. The NHTSA may order manufacturers to recall and repair vehicles and equipment when there is a compromise to, and risk of injury or death resulting from, vehicular design, construction or performance. The NHTSA also reviews and monitors consumer complaints to make determinations ensuring motor vehicle, highway and public safety. You may wish to contact the agency as follows:

File#:

- The information you report on this form will be used to help us investigate violations of consumer laws.
- **The Attorney General's Office does not resolve individual consumer complaints.**
- This complaint and the information you provide are records open to the public under Texas Law.
- We may send a copy of this form to the Business, so **please write legibly and use black ink only.**
- Please attach copies of any documents necessary to explain the transaction but **do not send original documents.**
- The Attorney General's Office will contact you if additional information is needed.

Consumer Information		Business or Individual Complaint is Against	
		Name <u>Grand Prairie Ford</u>	
		Address <u>701 EAST PALACE PKWAY</u>	
City <u>H. WOODLI</u>		City <u>Grand Prairie</u>	
State <u>TX</u>	Zip [REDACTED]	State <u>TX</u>	Zip <u>75050</u>
Work Phone [REDACTED]		Phone <u>846-880-3588</u>	
		Person you dealt with: <u>Sales Department</u>	
Age <input type="checkbox"/> Under 19 <input checked="" type="checkbox"/> 20-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input checked="" type="checkbox"/> 50-59 <input type="checkbox"/> 60-64 <input type="checkbox"/> 65 or over		Website or Email address:	

1. Initial contact between you and the business:
 - Person came to my home
 - I went to company's place of business
 - I received a telephone call from business
 - I telephoned the business
 - I received information in the mail
 - I responded to radio/television ad
 - I responded to printed advertisement
 - I responded to a Website or e-mail solicitation
 - I responded to a solicitation in a language other than English (What language?) _____
 - Other _____

2. Where did the transaction take place?
 - At home
 - At business
 - By mail
 - Over the phone
 - Over the computer
 - Trade Show or Hotel
 - Other _____

3. Date(s) of Transaction(s): _____

4. Did you sign a contract?
 - Yes (please enclose a copy)
 - No

5. How much did the company/individual ask you to pay? 364.00

6. How much did you actually pay? \$ 2000 Trade IN
 - Cash Credit Card Loan Check
 - Bank Account Debit Wire Transfer Money Order Cashiers Check Debit Card

- Date(s) of Payment: _____

7. Have you contacted another agency or attorney about this complaint? Yes No
If yes, list name and address of the agency or attorney.

8. What action was taken by this agency or attorney? NONE

9. Please describe your complaint in detail (attach extra sheets if necessary).

At just over 4000 the transmission went out and the vehicle had to be hauled over to Grand Prairie Ford, where I had to get a Rental and the second time it was Recalled Don Davis Auto group fix the Computer Module

Grand Prairie Ford violate Texas Lemon Law - Twice it has been back on Recall it got to a point Extended their Warranty and so many Company's were trying to sell extended Warranty - especially since I already had a Warranty

10. Have you complained to the business? No Yes If yes, when? Several week

What was the business' response?

None - Several complaints are on file regarding Ford and their conduct that include Don Davis Auto group and Grand Prairie Ford

11. Have you been sued in relation to this transaction?

NO

Texas law prohibits us from giving legal advice or opinions or acting as your personal attorney. If you desire legal advice, we suggest you consider contacting a private attorney to discuss your complaint.

In signing this complaint I understand that the Attorney General does not represent private citizens seeking the return of their complaint for informational purposes only.

[Redacted Signature] the best of my knowledge.

1/06/2015
Date

Please return this form to: Office of the Attorney General
P.O. Box 12548
Austin, Texas 78711-2548



Go Further

ford.com

VEHICLE DESCRIPTION FOCUS

2016 4-DOOR SEDAN SE
5-PASSENGER
2.0L I4 GDI ENGINE
6-SPEED AUTOMATIC TRANSMISS

GL

EXTERIOR
SHADOW BLACK
INTERIOR
MED LIGHT STONE CLOTH SEATS

STANDARD EQUIPMENT INCLUDED AT NO EXTRA CHARGE

EXTERIOR

- ACTIVE GRILLE SHUTTERS
- AUTO HALOGEN HEADLAMPS
- EASY FUEL CAPLESS FILLER
- INTEGRATED BLIND SPOT MIRR
- MANUAL FOLD POWER MIRRORS
- MIRRORS - TURN SIGNAL INDICATORS

INTERIOR

- 60/40 SPLIT FOLD REAR SEAT
- BUCKET SEATS-MANUAL 6-WAY DRIVER, 4-WAY FRONT PASS
- CENTER CONSOLE W/ARMREST
- CENTER CONSOLE W/STORAGE
- CUPHOLDERS - 4
- CRUISE CONTROL
- DUAL ILLUM VANITY MIRRORS
- FLOORMATS-1ST AND 2ND ROW
- ILLUMINATED ENTRY
- TILT/TELESCOPE STR COLUMN

FUNCTIONAL

- 1-TOUCH DOWN DRIVER WINDOW
- 12V POWERPOINT (2)
- AM/FM SINGLE CD/MP3, 6SPKR
- ADVANCETRAC W/ESC
- AIR CONDITIONING
- COMPASS/TEMP/TRIP COMPUTER
- FRONT DISC REAR DRUM BRAKES (ABS)
- INTERMITTENT SPEED WIPERS
- POWER WINDOWS & LOCKS
- REAR VIEW CAMERA
- REAR WINDOW DEFROSTER
- REMOTE KEYLESS ENTRY
- SYNC

SAFETY/SECURITY

- AIRBAG - DRIVER KNEE
- AIRBAGS - DUAL STAGE FRONT
- AIRBAGS - FRONT SEAT MOUNTED SIDE IMPACT
- AIRBAGS - SIDE AIR CURTAIN
- LATCH CHILD SAFETY SYSTEM
- MYKEY
- SECURILOCK PASS ANTI THEFT
- TIRE PRESSURE MONITOR SYS

WARRANTY

- 3YR/36,000 BUMPER / BUMPER
- 5YR/60,000 POWERTRAIN
- 5YR/60,000 ROADSIDE ASSIST

INCLUDED ON THIS VEHICLE	(MSRP)
EQUIPMENT GROUP 200A	

OPTIONAL EQUIPMENT/OTHER	(MSRP)
6-SPEED AUTOMATIC TRANSMISSION	1,095.00
SYNC & SOUND DISCOUNT	NO CHARGE
GASOLINE FFV	

PRICE INFORMATION	(MSRP)
BASE PRICE	\$18,515.00
TOTAL OPTIONS/OTHER	1,095.00
TOTAL VEHICLE & OPTIONS/OTHER	19,610.00
DESTINATION & DELIVERY	875.00
TOTAL BEFORE DISCOUNTS	20,485.00
SYNC & SOUND DISCOUNT	- 490.00
TOTAL SAVINGS	- 490.00

TOTAL MSRP \$19,995.00

This label is affixed pursuant to the Federal Automobile Information Disclosure Act. Gasoline, License, and Title Fees, State and Local taxes are not included. Dealer installed options or accessories are not included unless listed above.

SOLD TO Don Davis Ford Lincoln P.O. BOX 1587 Arlington TX 76004	52B 016	RAMP ONE RK34	DEALER NO. 52B 016
SHIP TO (IF OTHER THAN SOLD TO)		RAMP TWO	FINAL ASSEMBLY PLANT MICHIGAN
SHIP THROUGH		METHOD OF TRANSP. RAIL	ITEM #: 52-2004 O/T 2

FK221 N RA 2X 635 000948 10 22 15

EPA DOT Fuel Economy and Environment

E85 Flexible-Fuel Vehicle Gasoline-Ethanol (E85)

Fuel Economy

31 MPG
combined city/hwy

27 city
40 highway

3.2 gallons per 100 miles

Compact Cars range from 14 to 116 MPG. The best vehicle rates 119 MPGe. Values are based on gasoline and do not reflect performance and ratings based on E85.

You save **\$1,750** in fuel costs over 5 years compared to the average new vehicle.



Annual fuel cost **\$1,450**



This vehicle emits 285 grams CO₂ per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also create emissions; learn more at fueleconomy.gov

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 25 MPG and costs \$9,000 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.00 per gallon. This is a dual fueled automobile. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

fueleconomy.gov

Calculate personalized estimates and compare vehicles



GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★★

Based on the combined ratings of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash	Driver	★★★★★
	Passenger	★★★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

Side Crash	Front seat	★★★★★
	Rear seat	★★★★★

Based on the risk of injury in a side impact.

Rollover ★★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★), with 5 being the highest. Source: National Highway Traffic Safety Administration (NHTSA). www.safercar.gov or 1-888-327-4236

IIHS Ratings Top Safety Pick Award Winner

Frontal Offset	GOOD
Side Impact	GOOD
Rear Impact	GOOD
Roof Strength	GOOD

The Institute rates vehicles Good, Acceptable, Marginal, or Poor based on performance.



Scan this code to experience this vehicle or text 1FGL225083 to 48028

or Visit ford.com/windowsticker

Standard messaging & data plan rates may apply.

FORD PROTECT

Insist on Ford Protect! The only extended service plan fully backed by Ford and honored at every Ford dealership in the U.S., Canada and Mexico. See your Ford dealer for additional details, or visit www.FordOwner.com for more information.

FORD CREDIT

Choose the vehicle you want. Whether you decide to lease or finance, you'll find the choices that are right for you. See your Ford Dealer for details or visit www.FordCredit.com.



Ft. Worth TX



N TEXAS
DALLAS 750
06 JAN '18
PM 7 L



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

20590-

