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FEB 21 2018

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

IOWA DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

February 14, 2018

CL-11074868-8292

[REDACTED]
Knoxville, IA [REDACTED]

Re: [REDACTED] vs Ford Motor Company

(Please refer to the above file number when communicating with our office.)

Dear [REDACTED]

We have received and reviewed your letter about the above-referenced matter. From the information you provided, it appears your inquiry may more appropriately be reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was **forwarded** to that agency for review. We anticipate the agency will respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to take action, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit.

Sincerely,

LISA JUDGE
Investigator
Lisa.Judge@ag.iowa.gov

Copy to:

✓ National Highway Traffic Safety Administration
Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

AM
2-25-18
LD

Gray, Kathy [AG]

From: [REDACTED]
Sent: Tuesday, January 23, 2018 11:58 AM
To: AG CONSUMER [AG]
Subject: Submission from Iowa Attorney General (Online Consumer Complaint Form)

The following was submitted on January 23, 2018 at 11:57 am US Central.

Consumer Information

Title: Ms.
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: Knoxville
State: IA
Zip Code: [REDACTED]
Email Address: [REDACTED]
Phone: [REDACTED]
Age: [REDACTED]
Please check appropriate box if you or your spouse are an active or former duty service member or U.S. military veteran: none

Who are you complaining about?

My Complaint is Against (Company or Name of Individual): Ford motor
Address: 1 American rd
City: Dearborne
State: Mi
Zip Code: 48126
Phone: 313-322-3000
Fax: none
Email Address (if available): none
For motor vehicle complaints, list the Vehicle Identification Number (VIN): 1FADP3K2XEL [REDACTED]
Product or service involved: Clutch mechanism has been replaced 2 times and nnow has gone out again.
Is the product?: Used
Date of purchase or contract: 10/04/2017
Amount of purchase or contract: \$13,186
Actual amount paid: \$13,186
How did you pay?: Loan
Have you contacted the business or person?: Yes
Have you contacted an attorney?: No
What do you think should be done to resolve your complaint fairly?: Filed under lemon law. Ford will not warranty it even though it is the same problem.
Summary of your none

complaint:

Attachments: none

Attachments: none

Attachments: none

Note: For uploading more than three attachments in the same submission, please use file compression or "zip" software. For information about using zip software, [click here](#).

If mailing attachments: none

Note: Complaints are "Open Records."

Under Iowa law, complaint forms or letters are "open records." The public has the right to review or obtain copies of open records. Also, copies of complaints are routinely sent to the person or business the complaint is directed against. Please contact the Consumer Protection Division if you have questions about the open records law.

I understand that the Attorney General's Office is not my private attorney but represents the public in enforcing laws designed to protect consumers from misleading or unlawful business practices. I also understand I may contact a private attorney for legal advice.

Submitter:



[View this submission](#) within the administrative area of your website.

This email was sent by: www.iowaattorneygeneral.gov

User Agent: Mozilla/5.0 (Linux; Android 7.0; SM-G950U Build/NRD90M) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/63.0.3239.111 Mobile Safari/537.36

Remote Host: 166.181.86.65

Remote Address: 166.181.86.65

