



MAY 04 2018

CL-11096228-1476

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

April 19, 2018

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Bldg
Washington, DC 20590

RE: Northwest Motorsports and Bowen Scarff Ford
File [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at CRCComplaints@ATG.WA.GOV. Please include the complaint number given above on any correspondence to our office.

Sincerely,

ANTHONY OGLE
Consumer Services Coordinator
Consumer Protection Division
1-800-551-4636 for in-state callers
1-206-464-6684 for out-of-state callers

AM
5.11.18
UN

RECEIVED

CONSUMER COMPLAINT FORM
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

APR 17 2018 - 11

File your complaint online at <https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> for faster processing. The Washington State Office of the Attorney General can only process complaints that involve either Washington state residents or businesses located in Washington state. Information marked with * is required.

I. CONSUMER INFORMATION

* Last Name: [REDACTED] * First Name: [REDACTED] Middle Initial: [REDACTED]
* Address: [REDACTED] : Kent * State WA * Zip [REDACTED]
* Contact Phone: [REDACTED]
* E-Mail Address: [REDACTED]

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent?
(Optional): ☐ YES ☒ NO

If English is not your first language, what is your first language? (Optional):

For our statistics, please select your age group (Optional): ☐ 18-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 59+ ☐ Under 18

II. ABOUT YOUR COMPLAINT

* Business Name: Northwest Motor Sports
* Address: 300 Valley Avenue * City: Duvall * State WA * Zip 98370
* Business Phone: (253) 840-8556 E-Mail: Website: <https://nwmsrock.com>
Names/addresses/phone numbers of other businesses involved in your complaint: Bowen Rock, Inc.
SCAFF Ford - Lincoln 1157 Central Ave N. Kent WA 98032 1-800-577-1158

Transaction date: March 11, 2018 Amount in dispute: \$

State your complaint and how you think this complaint can be resolved: I purchased a 2013 Lincoln MKX from this dealer ship and about they drove the car to me from pasco. Once delivered they did not do a inspection on car. So about 45 days of having the vehicle we were turning to the right on 256th & 108 street and before I could get around the curb the ball joints broke. So I called Northwest motor sports and they said take it to Bowen Scaff and to contact the people who I have a warranty with. The police came and had the car towed at my expense. Pete towing towed the car. Came Tuesday they were able to take a look at the car. We he called me back he said there was no way they could have inspected the car because the other one had a lot of play in it too. I would like my money back for the repairs

Kent WA

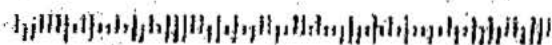
SEATTLE WA 980

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Office of the Attorney General
Consumer Protection Division
800 5th AVE, Suite 2000
Seattle, WA 98104-3188

98104-318800



[Redacted]

III. ACKNOWLEDGEMENT & SIGNATURE (Required)*

I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to disclosure in response to requests for public records and my complaint and all related documents may be disclosed to the public. Complaint information received by this office will be exported into the Federal Trade Commission's (FTC) database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide. The Attorney General's Office may refer complaints to a more appropriate agency.

By signing this complaint form, I understand that the Washington State Attorney General's Office will contact the party (ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party (ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By submitting this consumer complaint, I understand that the Attorney General cannot answer legal questions or give legal advice to me and cannot act as my personal lawyer.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

Signature:

[Redacted Signature]

Date: 4-11-19 City: Kent State: WA

Please Remember: If your complaint is submitted without the above acknowledgment and declaration signatures, we will not be able to process but will keep on file in our complaint database as a public record.

Mail Complaints To:

OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION
800 5TH AVENUE, SUITE 2000 SEATTLE, WASHINGTON 98104-3188
PHONE 1-800-551-4636 OR (206) 464-6684



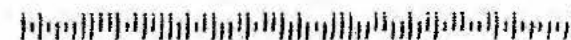
Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
800 FIFTH AVENUE #2000
SEATTLE WA 98104-3188

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