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

NEF-010

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

CL-1112390-6117

August 2, 2018

NHTSA Headquarters
1200 New Jersey Avenue SE
West Bldg
Washington, DC 20590

Re: [redacted]
File No: [redacted]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a written response via US Mail and/or e-mail within ten business days of receipt. **All communications must be in writing.** Direct all correspondence to Beatriz Reyna-Villazana, Office of the Attorney General, Consumer Protection Division, 100 West Randolph Street, 12th floor, Chicago, IL 60601. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Beatriz Reyna-Villazana

Beatriz Reyna-Villazana
Citizen's Advocate
Consumer Protection Bureau
BReynaVillazana@atg.state.il.us
312-814-6076

Enclosure

NAM
8.16.18
MJ

RR

LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62706
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM 79345

COMPLAINTANT

Name [redacted]
Address [redacted]
Chicago IL [redacted]

County Cook
Phone (Daytime) [redacted]
Phone (Evening)
Email Address [redacted]

Senior Citizen No
Veteran No
Service Member No

NAME OF SELLER/PROVIDER OF SERVICE

Name Ford Manufacturers/Hawk Ford
Address 6100 w 95th street
Oaklawn IL 60453

Phone (708)599-6000x
Website
Complained to company? Yes

Person Phone Andrew/service manager and Brittany/ford company (800)392-3673x

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name
Address IL

Phone
Website
Complained to Company? No

TRANSACTION INFORMATION

Transaction Date
Signed a contract? No
Product was advertised? No

Total cost $ 0
Amount paid to date $ 0
Method of payment
Transaction Location Other (please specify):They want me to pay half for repairs $1
000 for a recall part

Registered a dispute with the credit card company No

COMPLAINT DESCRIPTION

I bought my 2015 Ford Focus, new, from Hawk Ford, there was a recall on the clutches, which I had to get it repaired twice, the second time the vehicle stopped on the exit ramp of the highway, endangering my life, now my car is at the dealership again for the same problem, the clutch, Ford is not willing to pay for the repairs this time, they want me to pay half, $1,000, on a recall faulty part that they keep putting on my car...My car has 63,000 miles on it...I haven't been able to work for a week, I drive for Lyft

REQUESTED RELIEF

I need Ford Company to repair my vehicle at no cost, it is still at the dealership in service

NOTIFY BUSINESS: I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

OFFICE INFORMATION

Reference Number	Date Submitted:	OAG Office:	Language:	Print Date:	
[redacted]	Jul 25, 2018 11:43 AM	CHI	English	Jul 26, 2018 8:26 AM	Page 1 of 1

CUSTOMER #: [redacted]

[redacted]

CHICAGO IL
HOME: [redacted] CONT: [redacted]
BUS: CELL:

INVOICE

DUPLICATE 1
PAGE 1

Hawk Ford
Oak Lawn
6100 West 95th St
OAK LAWN, ILLINOIS 60453
PHONE (708) 599-6000
www.hawkford.com

Certified

ASSISTANT SERVICE MANAGER: 16019 MIKE JANNOTTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
INGOT SILV	15	FORD FOCUS	1FADP3F27F[redacted]		35783/35793	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22JAN16 DD			16:24 05OCT17		0.00	CASH	05OCT17

R.O. OPENED	READY
12:21 28SEP17	16:52 05OCT17

OPTIONS: SOLD-STK:51426 DLR:07183
ENG:2.0_Liter_GDI TRN:6_SPEED_AUTO

LINE	OPCODE	TECH TYPE	HOURS	PRICE	NET	TOTAL

A C/S - VEH HAS SHUT OFF ON HIGHWAY ... - CK/ADVOISE
CAUSE:
160109C TSB 16-0109 REPLACE CLUTCH AND REPROGRAM
PCM/TCM
399 W94
1 F1FZ*7B546*B CLUTCH ASY (N/C)
1 EV6Z*7052*A SEAL ASY - OIL (N/C)
1 CA6Z*7A508*E CYLINDER ASY - CLUTCH SLAVE (N/C)
160109B TSB 16-0109 PERFORM PPT TEST AND RETREIVE (N/C)
RVC CODE
399 W94
FC: D21 42
PART#: F1FZ*7B546*B
COUNT:
CLAIM TYPE: [redacted]
AUTH CODE:
399
SUBL FILL WITH $20 GAS PO# [redacted]
ISHOP (N/C)
35793 ROAD TEST VEHICLE AND VERIFIED CLUTCH SHUDDERS ON ACCEL. CAR FEELS LIKE ITS CUTTING OFF AND THEN PICKS UP AND SHUDDERS. RAN OASIS AND FOUND TSB 16-0109. FOLLOW TSB FOR REPAIR. PERFORM PINPOINT TEST A1-YES A2-YES A3-YES A4-YES A5-NO MAKE TRANS RECORDING OF RPM DIFFERENCE. RECORDED 497 RPM DIFFERENCE. A6-YES UPLOAD SESSION TO HOTLINE.A7-YES PER SHOP MANUAL REPLACE CLUTCH REPLACED CLUTCH ASSEMBLY. REPLACED CLUTCH SLAVE CYLINDER LEAKING BLUE GREASE. REPROGRAM PCM AND TCM TO LATEST CALIBRATION. PERFORM TRANS ADAPTIVE LEARN. ROAD TEST VEHICLE AND VERIFIED REPAIR. MILES OUT 35793 RVC CODE RPGYW4K4NRY9Q
****
B PERFORM MULTI-POINT INSPECTION REPORT CARD
99P PERFORM MULTI-POINT INSPECTION REPORT CARD
399 IATW (N/C)
****
C** 5,000 MILE MAINTENANCE, PERFORM AT 5K, 25K, 35, 55K, 65K, 85K, 95K

See posted warranty in Service Dept. for complete details on FORD parts warranty.

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY, INCLUDING ANY AND ALL PARTS AND ACCESSORIES, ARE THOSE MADE BY THE MANUFACTURER OF SUCH PARTS AND ACCESSORIES. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY OF THE APPLICABLE MANUFACTURER'S WARRANTY. HAWK FORD OAK LAWN IS NOT A PARTY TO ANY SUCH MANUFACTURER WARRANTY. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWK FORD OAK LAWN NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY WHATSOEVER. CUSTOMER SHALL IN NO EVENT BE ENTITLED TO RECOVER FROM HAWK FORD OAK LAWN ANY CONSEQUENTIAL AND INCIDENTAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES WHETHER LIABILITY IS BASED ON BREACH OF WARRANTY, CONTRACT OR TORT, STRICT LIABILITY OR ANY OTHER STATUTORY OR COMMON LAW THEORY OF LIABILITY. ANY LIMITATION CONTAINED HEREIN DOES NOT APPLY WHERE PROHIBITED BY LAW. IF THE DISCLAIMER OF IMPLIED WARRANTIES IS PROHIBITED BY LAW, THE MAXIMUM DURATION OF IMPLIED WARRANTIES IS LIMITED TO THE DURATION OF ANY WRITTEN WARRANTIES MADE BY THE MANUFACTURER ON THE PRODUCTS SOLD HEREBY.

THE ESTIMATE FOR THIS INVOICE MAY HAVE BEEN PREPARED WITH THE USE OF AFTER MARKET PARTS (SIGNIFIED BY THE CODE "NON-OEM" IN THE PART NUMBER LISTED ABOVE) WHICH ARE SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE. HAWK FORD OAK LAWN EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HAWKINSON FORD NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY WHATSOEVER.

Have we earned your recommendation and the opportunity to serve your automotive needs in the future?

We have been creating the best automotive ownership experience in our market for over 40 years. If you are not completely satisfied, please allow us the opportunity to assist you. Our family measures our success one customer at a time. Your complete satisfaction is our only goal... you are our future.

(708) 233-8939

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS ADJUSTMENT /DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

"REMAN" = Ford remanufactured products or parts are those packaged in containers marked "Remanufactured" or Ford service part numbers that end with an "RM" suffix, and are otherwise defined or designated and authorized by Ford Motor Company.

CUSTOMER COPY

LISA MADIGAN
ATTORNEY GENERAL
STATE OF ILLINOIS
100 West Randolph Street
Chicago, IL 60601

08/6/2018 RET SER REQ

Presort
First Class Mail
ComBasPrice

U.S. POSTAGE » PITNEY BOWES
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