

NOV 13 2018



P.O. Box 30213
LANSING, MICHIGAN 48909

BILL SCHUETTE
ATTORNEY GENERAL

CL-11142822-5352

November 5, 2018

Refer to AG No.: 2018-cp10260905835-A

Ford Motor Company
Office of General Counsel
PO Box 70
Dearborn, MI 48121

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office. Please review this information and provide a written response so that we may have all the facts. Your response will become a public record and sent to interested parties.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you email your response to cp_email1@michigan.gov with the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we take will be based in part on our experience, information and knowledge of and about the subject of the complaint. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 days, we will contact you again.

Sincerely,

Katharyn A. Barron
Division Chief
Consumer Protection Division
1-877-765-8388
(517) 241-3771 – Fax

Enc.

cc: National Highway Traffic Safety Administration

EA
11.23.18
UD

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number [REDACTED]

Submitted: 10/26/2018 9:05:35 AM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] MI: [REDACTED]
Your Street Address: [REDACTED] City: Northville
Your State: MI Zip Code: [REDACTED]
Your County: Wayne
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.: [REDACTED]
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Are you a veteran or active-duty service member? False

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: Ford Motor Company City: Dearborn
Street Address: 1 American Road Zip Code: 48126
State: MI Phone: [REDACTED]
County: Wayne E-mail Address: [REDACTED]
Fax Number: [REDACTED] Product Offered: [REDACTED]
Web Site Address: www.ford.com
Primary Jurisdiction: Repairing Motor Vehicles

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: [REDACTED] City: [REDACTED]
Street Address: [REDACTED] Zip Code: [REDACTED]
State: MI Phone: [REDACTED]
County: [REDACTED] E-mail Address: [REDACTED]
Fax Number: [REDACTED]
Web Site Address: [REDACTED]

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: 2014 Ford Fusion Energi
Vehicle VIN No.: 3FA6P0PU6ER [REDACTED]

Complaint Information

Incident Date/Time: 10/19/2018 8:00:00 AM
Incident Location: [REDACTED]
Approximate Monetary Value: 500
Did you sign a contract? False
Where did you sign this contract? [REDACTED]
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True

What was the response from the business? Ford Motor Company - parts aren't available

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? False

Do you think were targeted for unfair treatment due to your status as a veteran or active-duty service member? False

Complaint Detail/Inquiry Information

I own a 2014 Ford Fusion Energi. Received a recall notice on the convenience charger cord (what you use to charge the car). It said not to use if cord damaged, etc. and that we will be notified when a replacement part available. My cord had no cracks, etc. so I continued to use. The cord overheated and actually melted to my electric connection in my garage. It was melted in so tight, that when I pulled on it the prong from the charger was pulled off. Contacted Ford, and they say replacement part is over 5 months away (end of first qtr 2019). Therefore, I can't charge my car for the next 5 months' Isn't there some type of consumer protection to require them to have replacement parts (or obtain replacement parts) within a reasonable time frame? There are several aftermarket chargers available right now for \$200. If that is the case, why is it taking 5 months to get a replacement from Ford? Basically, I have no way to charge my car and therefore am significantly financially harmed.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*)I certify that the information on this form is true and accurate to the best of my knowledge.

(*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913



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