

NIEF-010

APR 02 2019

CL-11195230-7935

From: Ghilardi, David J.
To: [REDACTED]
Cc: DATCP Hotline
Subject: RE: Contact the Attorney General's Office
Date: Tuesday, March 19, 2019 11:30:40 AM

TM 2019-01809

Dear [REDACTED]

Thank you for contacting the Wisconsin Department of Justice concerning your problems with your 2005 Ford Escape and your complaint against the Ford Motor Company. We are sorry to hear of the difficulties you are having, and we appreciate you taking the time to bring your concerns to our attention.

Under Wisconsin law, the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) is a state agency that may be able to assist you. Consequently, we are referring your email to the DATCP Consumer Hotline.

If you have other questions or further information that could assist DATCP as it reviews your complaint, please feel free to email DATCP at <DATCPHotline@wi.gov> or call DATCP at 1-800-422-7128. Make sure to notify DATCP if your address or phone number changes. Correspondence can be mailed to:

Wisconsin Department of Agriculture, Trade and Consumer Protection
2811 Agriculture Drive
P.O. Box 8911
Madison, WI 53708-8911

We hope that your complaint gets resolved to your satisfaction.

Sincerely,

David J. Ghilardi
Consumer Protection & Antitrust Unit
Wisconsin Department of Justice
608-266-5410

-----Original Message-----

From: DOJ - Webmaster <webmaster@DOJ.STATE.WI.US>
Sent: Monday, February 25, 2019 2:24 PM
To: DOJ AG Correspondence <dojcontact@doj.state.wi.us>
Subject: Contact the Attorney General's Office

Submitted on Monday, February 25, 2019 - 14:24

Submitted values are:

First Name: [REDACTED]
Last Name: [REDACTED]
Street Address: [REDACTED]
Street Address 2:
City: pepin
State: WI
Zip Code: [REDACTED]
Country: United States
Daytime Phone: [REDACTED]

EA
4.9.19
WD

22

Email Address: [REDACTED]

Type Your Message:

I was wondering I'm having a problem with my 2005 ford escape front subframe they rust out ford says it isnt a problem but they recalled the 2001-2004 ford escape for the same problem they also quite making the subframe replacement part so I had to buy a used one they make all the other replacement parts but the one that's rust out the cost of fixing this is around \$2,500.00. Also I had to replace the passenger side strut tower they rust out also ford says that isnt as problem but they make a replacement part for that had to take it to a body shop they cut out the rusted part and welded in the new one that cost \$1,200.00 dollars. I was wondering if you could help me.

Thank you

[REDACTED]

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
MAR 29 P 3:14



State of Wisconsin
Governor Tony Evers

Department of Agriculture, Trade and Consumer Protection
Bradley M. Pfaff, Secretary

March 20, 2019

COPY

[REDACTED]
Pepin WI [REDACTED]
[REDACTED]

RE: File [REDACTED] (Refer to this number when contacting our agency)
Ford Motor Co
16800 Executive Plaza Dr
Dearborn MI 48126-4261

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Ford Motor Co.

I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

Agriculture generates \$88 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

Thank you again for bringing your complaint to our attention.

Sincerely,

Eric D. Brown
Consumer Protection Investigator
Mediation Unit
Bureau of Consumer Protection
Email: Eric.brown@wisconsin.gov
www.facebook.com/wiconsumer

C: National Highway Traffic Safety Administration



**Department of Agriculture,
Trade and Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

RETURN SERVICE REQUESTED

MILWAUKEE
WI 532
21 MAR '19
PM 1 1/2

**PRESORTED
FIRST CLASS**



U.S. POSTAGE PITNEY BOWES



ZIP 53704 \$ 000.38³
02 49
0000343351 MAR 21 2019

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

BRC-659 20590

