

APR 29 2019

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

CL-11206673-8659

Ford Motor Company
Customer Relationship Center
PO Box 6248
Dearborn, MI 48126

COPY

Dear Sirs:

Please find enclosed the tire jack from my '05 Five Hundred. I recently had a flat and the jack proved incapable of bearing the weight of the car. It went up twisted, I stopped and attempted to correct it. It went up straight again. I corrected again. Then I notice the screw was bent. I attempted to jack up the car again, and almost got done, then it slipped and gave me a bump on the head. The car stopped when it reached the rim of the balloon spare. Fortunately no serious injuries, just a delay in time and the inconvenience of the not being able to continue my day.

I believe you need to reevaluate this type of jack and it's uses. My only request is that I receive a new tire jack to replace the one I sent you.

Thank you for your time and attention.

Sincerely,

[Redacted]
Indianapolis, IN
[Redacted]

CC:US Dept of Transportation ✓
Customer

COPY

TGD
05/06/19
As



Indianapolis, IN

INDIANAPOLIS IN 462

TO ADD POSTAGE USE ZIP CODE



To:
National Highway Traffic Safety Admin.
↓
ODI

National Highway Traffic Safety Admin.

U.S. Dept. of Transportation

Consumer Complaint

1200 New Jersey Ave, SE

Washington, Dc 20590

20590-

