



AUG 13 2019
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GEORGIA DEPARTMENT OF LAW
Consumer Protection Division

CHRISTOPHER M. CARR
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August 2, 2019

[REDACTED]
McDonough, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Ford Motor Company

Dear [REDACTED]

The Georgia Department of Law, Consumer Protection Division received your complaint regarding Ford Motor Company. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

E. Kim
Customer Service Specialist

cc: National Highway Traffic Safety Administration (w/attachment)

TG
8-14-19
WD

72



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SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 7/23/2019

Consumer name: [REDACTED]

Address: [REDACTED] McDonough, Georgia [REDACTED]

Phone(s): [REDACTED]

E-mail: [REDACTED]

Name of business: Ford Motor Company

Complaint details as submitted:

Referred by the Constituent Services Department of the Governors Office.

As you may be aware, there is a lot of press now concerning the faulty Transmission in the Ford Focus and Fiesta. We are the owner's of a 2014 Ford Focus. This car was purchased for my daughter and she is the primary driver.

When we purchased the vehicle, we took it for a test drive. The salesperson advised us at the start us at the start of the test drive that the car handled differently, but not to be concerned because the vehicle was designed to operate in this matter, Unfortunately, it was not until after we purchased the vehicle that we learned of this defect and the fraud in the inducement of the purchase.

For the majority of the time that we have owned this vehicle, my daughter was in high school and college. At times she worked up to 3 jobs while attending school fulltime. The repairs and services that she has had to make on the vehicle have been a financial hardship on her. I, as a single mother and also taking care of my special needs sister, was limited in my capacity to help as well, putting a financial strain on us all.

Had Ford been honest and/or had we known, we NEVER would have purchased the vehicle. We learned that Ford was "secretly" offering replacement of the clutch at no cost until 7/19/19. I called the local dealership and was told that they would only do work on recalls, that this was not listed and that they would NOT honor this deal. The refused to schedule the appointment or honor the replacement.

August 2, 2019

Page 2

They kept pushing for some fuel issue and slipped when talking about that stating that the fuel was going to the "wrong place", but then backed out of that statement saying it would appear there was no fuel. My daughter is stuck in this vehicle as is now due to Ford's failure to own its actions.

The car skips, nearly stalls and jumps out when trying to accelerate. This is extremely the case in stop and go traffic. While there have yet to be any reports of death, there have been injuries, and even one is too many. I fear for her on a daily basis. I would ask you to join the fight to make Ford accountable for this Fraud and help ALL who have been subject to this unfair and unethical behavior. Thank you for your time and assistance.

GEORGIA DEPARTMENT OF LAW

Consumer Protection Unit

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Office of Defects Investigation (NVS-210)
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590-0001

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