



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

GEORGIA DEPARTMENT OF LAW
Consumer Protection Division

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ATTORNEY GENERAL

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(404) 656-3790

Writer's Direct Dial: 404-651-8600
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July 24, 2020

[REDACTED]
Lilburn, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Five Star Ford Stone Mountain

Dear [REDACTED]

The Georgia Department of Law, Consumer Protection Division received your complaint regarding Five Star Ford Stone Mountain. 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,

G. Widdowson
Data Analyst

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



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SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 6/5/2020

Consumer name: [REDACTED]

Address: [REDACTED] Lilburn, Georgia [REDACTED]

Phone(s): [REDACTED]

E-mail: [REDACTED]

Name of business: 5 Star Ford

Address: 3800 Highway 78, Snellville, GA 30039

Phone: 678-344-3300

Month / Year of transaction: December 2018

Complaint details as submitted:

Safety Recall Notice 19S54 was issued Jan 2020. I had the exact repair performed 12/11/18 at a cost of 2,261.83. Contacted Ford Corp and assigned a case # which is [REDACTED]. Ford Corp says it must be refunded through the dealership. Dealership, 5 Star Ford, refuses to issue refund without second notice from Ford which was promised at the end of 1st quarter 2020 or end of March. Ford has said that refund will not be issued until September 2020. My fear is another delay tactic in September until I give up. I know that some Fusion owners have been issued a code P-18 and reimbursed for this exact service regarding NHTSA Recall 19S54. John Ogelsby, service manager at 5 Star Ford said dealerships operate differently and Ford Corp has reiterated this stance of independently owned and operated dealerships. Is it legal to have my reimbursement withheld because Ford says they can?

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National Highway Traffic Safety Administration
DOT Auto Safety Hotline
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

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