



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

March 21, 2022

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC. 20590

Re: Ford Motor Company
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Keya Lowe

Keya Lowe
Citizen's Advocate
Consumer Protection Division
312-814-3760
Keya.lowe@ilag.gov

enclosure

B



KWAME RAOUL

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62701
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name

Address

Wadsworth IL

County

Lake

Phone (Daytime)

Phone (Evening)

Email Address

Senior Citizen

No

Veteran

No

Service Member

No

NAME OF SELLER/PROVIDER OF SERVICE

Name

Ford Motor Company

Address

PO Box 6248
Dearborn MI 48126

Phone

(313)322-3000x

Website

Complained
to company?

Yes

Person

customer contact center

Phone

(313)322-3000x

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name

Address

IL

Phone

Website

Complained
to Company?

No

TRANSACTION INFORMATION

Transaction Date

Signed a contract?

No

Product was advertised?

No

Total cost

\$0

Amount paid to date

\$0

Method of payment

Transaction Location

:

Registered a dispute with the credit card company

No

COMPLAINT DESCRIPTION

I purchased a 2019 Ford Escape from a used dealer. The water pump went bad, which in turn cracked the engine block. It is a design defect from what I am reading online with several class action suits out there. the total to replace the engine is \$13,400. though the dealer said they have seen this before Ford would not pay for any of it.

REQUESTED RELIEF

repair

NOTIFY BUSINESS:

I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

OFFICE INFORMATION

Reference Number

Date Submitted:

Mar 7, 2022 5:54 PM

OAG Office:

CHI

Language:

English

Print Date

Mar 8, 2022 8:12 AM

KWAME RAQUI
ATTORNEY GENERAL
STATE OF ILLINOIS
100 West Randolph Street
Chicago, IL 60601



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PRESORTED
FIRST CLASS



US POSTAGE and meter **BOYS**



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