

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



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

August 31, 2022

NHTSA
1200 New Jersey Ave 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
keya.lowe@ilag.gov
312-814-3760

enclosure

RA



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

Algonquin IL

County

Phone (Daytime)

Phone (Evening)

Email Address

Senior Citizen

No

Veteran

No

Service Member

No

NAME OF SELLER/PROVIDER OF SERVICE

Name

Ford corporation

Address

1 American road
Dearborn MI

Phone

(800)392-3673x

Website

Complained

Yes

to company?

Person

Tarita Johnson

Phone

(313)316-8280x

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name

Address

IL

Phone

Website

Complained

No

to Company?

TRANSACTION INFORMATION

Transaction Date

2022-01-04

Signed a contract?

Yes on 2022-01-04

Product was advertised?

No

Total cost

\$85,000.00

Amount paid to date

\$40,000.00

Method of payment

Credit Card:

Transaction Location

At the firm's place of business:

Registered a dispute with the credit card company

No

COMPLAINT DESCRIPTION

We discovered our vehicle had a leaking sunroof within 24 hours of owning the vehicle. We attempted to return the vehicle the day after we purchased it but were denied and told there was nothing wrong. The dealership we purchased our vehicle from attempted to fix the sunroof but failed. They adjusted the sunroof but there is only one record at ford of them servicing/repairing our vehicle. I have been to this dealership around 8 times and they claim I have only been there once. I decided to open a claim with Ford customer service and was very good about keeping ford updated with everytime I was taking my vehicle in for servicing. Ford told me without the records of me having my vehicle serviced we would be denied the lemon law. I told Tarita Johnson at ford executive offices it is quite difficult to qualify for the lemon law if the dealerships are not keeping logs of me bringing my car in for service! She said she would look at the history of emails and correspondence with Ford customer service (specifically Candice Rose) to verify all of the service visits that have gone undocumented by the dealership. It is possible that records have been deleted by the dealerships or simply not entered. It is also quite possible that ford has the service records but is telling me they dont. There is a lot of lying going on and I am fed up with Ford instructing me to keep taking my vehicle to dealership after dealership. I have had to bounce around due to different dealerships not addressing my issues and being unsuccessful at repairs. I am embarrassed to say Ford has been doing this to me for 8 months now. My vehicle has been in for repairs for around 20 days total and I only have 6,200 miles on it. Our vehicle has a tow rating of 9300 pounds but cannot safely tow a 4,000 pound trailer! We currently have a broken rear ceiling seatbelt that has been repaired once already, defective windshield washer sensor that has been replaced twice, defective tpms that I was assured was now working, defective alarm system, transmission is jerky, car had unbalanced tires from time of purchase (put 5,000 miles on vehicle before this was

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Aug 10, 2022 11:05 PM

CHI

English

Aug 11, 2022 7:18 AM

addressed), touchscreen is glitchy and gets stuck, transmission clunks when putting vehicle in drive from park, and the adaptive cruise control is defective. I was advised by Tarita Johnson to sell our vehicle to a dealership. I find this very disturbing due to the fact we would lose approx \$20,000!! This vehicle has been failing us from the time we took it off Wickstroms lot. I trusted that I was being heard by Ford and was following the instructions by staying in constant contact with ford customer service. This has been a lie from the beginning. It didnt matter how much information and details I provided to ford customer service. If the dealerships dont enter your service appointment into the system, then the service never happened. This is a very crooked and rigged system and the dealerships and Ford corporation need to be held accountable! I literally have exhausted all of my options attempting to work with Ford. Please help me put this nightmare behind me. Thank you!!!!

REQUESTED RELIEF

A full refund or replacement would be appropriate

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.

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Chicago, IL 60601



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