



GEORGIA DEPARTMENT OF LAW

Consumer Protection Division

2 Martin Luther King, Jr. Drive SE
Suite 356
Atlanta, Georgia 30334

CHRISTOPHER M. CARR
ATTORNEY GENERAL

www.law.ga.gov
(404) 656-3790

December 9, 2022

SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 8/23/2022

Consumer name: [REDACTED]

Address: [REDACTED] Lilburn, Georgia [REDACTED]

Phone(s): [REDACTED]

E-mail: [REDACTED]

Name of business: Ford Motor Company

Address: Customer Relationship Center, P.O. Box 6248, Dearborn, MI 48126

Phone: 800-392-3673

Month / Year of transaction: 2021

Complaint details as submitted:

I purchased a 2017 Ford Expedition EL VIN#(1FMJK1HT8HE[REDACTED]) which is unsafe and the recall has no remedy available. I paid a lot of money with interest and loans from family and for services on this vehicle. It is my daily driver and I need a SUV for a reason. Recently my sister and my nephew drove and the brakes did not work and the brake malfunction light came on. Furious I check today on carfax and NHTSA and there is an active brake booster recall which Ford does not even have a remedy available. I would like to initiate a manufacturer buyback for the vehicles questionable safety and for my family. This vehicle is a \$50000 and expecting this from a company like Ford is uncalled for. I would like them to buyback this unit for another NEW SUV which has no recalls or issues and under warranty. I am at a loss of job due to this issue.

Handwritten signature/initials



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Writer's Direct Dial: 404-651-8600
Fax: 404-651-9018

December 9, 2022

[REDACTED]
Lilburn, 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,

J.R. Pierre
Intake Supervisor

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

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NEF

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

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