



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

September 22, 2023

NHTSA
1200 New Jersey Avenue SE. West Building
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



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

Melrose Park IL

County

Cook

Phone (Daytime)

Phone (Evening)

Email Address

Senior Citizen

Yes

Veteran

No

Service Member

No

NAME OF SELLER/PROVIDER OF SERVICE

Name

Ford Motor Company

Address

Dearborn MI

Phone

Website

Complained
to company?

Yes

Person

Customer Service

Phone

(800)392-3673x

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

\$17,000.00

Amount paid to date

\$17,000.00

Method of payment

Other (please specify): car loan

Transaction Location

At the firm's place of business:

Registered a dispute with the credit card company

No

COMPLAINT DESCRIPTION

Purchase a 2017 Ford Focus, in December, 2022 the car was unable to run, towed to mechanic, diagnosed it as a transmission control module problem that needed to be replaced. The part has not been available for 9 months now and the car is slowly deteriorating because it cannot run. I have been told by the Ford dealership that they strongly do not believe that these parts will ever be manufactured and available. As this particular dealership had 90 cars on it's lot with the same problem.

REQUESTED RELIEF

I want my car fixed or purchase back from Ford. I have already had to purchase another car so I could get to and from work.

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:

Sep 6, 2023 7:07 PM

OAG Office:

CHI

Language:

English

Print Date

Sep 7, 2023 7:05 AM

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

PRESORTED
FIRST CLASS



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