



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

January 31, 2024

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

R



KWAME RAOUL

Illinois Attorney General
 Consumer Fraud Bureau
 191 West Randolph Street, 12th Floor
 Chicago, IL 60601
 312-814-3000
 1-800-386-5438 (Toll free in IL)
 TTY: 1-800-964-3013
www.IllinoisAttorneyGeneral.gov

RECEIVED
 09 REC'D 23

Office Use Only	
CLMS:	_____
AG:	_____

[REDACTED]

YOUR INFORMATION:		NAME OF SELLER OR PROVIDER OF SERVICE:	
Name: Mr., Mrs., Ms. (circle one) [REDACTED]		Name: <u>Ford Motor Company</u>	
Address: [REDACTED]		Address: <u>PO Box 1904</u>	
City: <u>Bonfield IL</u> State: <u>IL</u> Zip code: <u>[REDACTED]</u> County: <u>Kankakee</u>	City: <u>Dearborn</u> State: <u>MI</u> Zip code: <u>48121</u>		
Your Telephone Number: Daytime: <u>[REDACTED]</u>		Telephone () _____ Website: _____	
Your e-mail address (optional): [REDACTED]		Additional seller or provider of service involved in transaction: Name: _____ Address: _____ City: _____ State: _____ Zip code: _____ Telephone () _____ Website: _____	
Are you a senior citizen? Are you a veteran? Are you a service member?		[REDACTED]	
Has this matter been submitted to another government agency, an arbitration service, or to an attorney: Yes <input type="radio"/> No <input checked="" type="radio"/>			
If yes, please give name, address, telephone number. _____			
Is court action pending? Yes <input type="radio"/> No <input checked="" type="radio"/>			
INFORMATION ABOUT THE TRANSACTION			
Date of Transaction: <u>09/07/2023</u>	Did you sign a contract? (If yes, please attach a copy) Yes <input type="radio"/> No <input checked="" type="radio"/>	Date contract was signed: _____	
Was the product or service advertised? Yes <input type="radio"/> No <input checked="" type="radio"/> When? _____ (Please attach a copy of the advertisement, if available)			
How was the service advertised? <input type="checkbox"/> Newspaper/magazine <input type="checkbox"/> Radio advertisement <input type="checkbox"/> Television advertisement <input type="checkbox"/> Internet advertisement <input type="checkbox"/> E-mail solicitation <input type="checkbox"/> Direct mail solicitation <input type="checkbox"/> Telephone solicitation <input type="checkbox"/> Yellow pages of the telephone book <input type="checkbox"/> Facsimile solicitation <input type="checkbox"/> Door-to-door solicitation <input type="checkbox"/> Display at merchant's place of business <input type="checkbox"/> Display at a trade show/convention, etc. <input type="checkbox"/> Other _____		Total cost of product/service: \$ _____ Amount paid to date/down payment: \$ _____ Method of payment (circle one) (Please attach a copy) Cash <input type="checkbox"/> Check <input type="checkbox"/> Money Order <input type="checkbox"/> Credit Card <input type="checkbox"/> Debit Card <input type="checkbox"/> Bank Draft <input type="checkbox"/> Wire Transfer <input type="checkbox"/> Automatic Debit <input type="checkbox"/> Other _____ If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes <input type="checkbox"/> No <input type="checkbox"/> (Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)	

Where did the transaction take place? <input type="checkbox"/> At my home <input type="checkbox"/> Over the telephone <input type="checkbox"/> By mail <input type="checkbox"/> Over the Internet <input type="checkbox"/> Trade show/convention/home show <input type="checkbox"/> At the firm's place of business <input type="checkbox"/> By facsimile <input type="checkbox"/> Other (please specify) _____ <input type="checkbox"/> There was no transaction	Have you complained to the company or individual? Yes No If yes, provide name and phone number of the individual(s): _____ _____ _____
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FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: <u>FOYD</u>	Model: <u>F550</u>	Year: <u>2020</u>	New: <input checked="" type="radio"/> Yes No	As-Is: Yes No
Warranty: <input checked="" type="radio"/> Yes No Expiration Date:	Name of Extended Warranty:	Purchase Date: <u>4/19/21</u>	Current Mileage: <u>1100,000</u>	Mileage at Purchase: <u>2,000</u>

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. **PLEASE DO NOT SEND ORIGINALS.**

The frame on the vehicle has a recall on it for the frame cracking behind the cab. It's been to ford 3 times to have this checked. The frame broke on September 7th 2023. We brought the truck to ford same day. They determined that a new frame needed. The frame was in stock when ordered. We are going on 3 months with no date as to when the frame will be in stock. This is a tow truck and has to be out of service until frame comes in and truck is put back together.

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

READ THE FOLLOWING BEFORE SIGNING BELOW:

- In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless the box below is checked.
- By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of nonpublic personal information, with the Office of the Attorney General about any and all matters concerned with this complaint.

Signature: _____ Date: 11/27/23

Please do not send this complaint to the business complained about.

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. **PLEASE DO NOT SEND ORIGINALS.**



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



[REDACTED]
[REDACTED]
[REDACTED]
BONFIELD, IL [REDACTED]

November 2021

Customer Satisfaction Program 21B04

2020 F-550 Ford Truck

Your Vehicle Identification Number (VIN): 1FDUF5GT7L [REDACTED]

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? On your vehicle, the installed second unit body may cause stress on the frame rail during use. Second unit bodies with the concern are aerial bucket trucks, service bodies with a hoist, roll-off wreckers, and waste hauler roll-offs. If you have a different second unit body attached to your truck this program does not apply.

What is the effect? Under certain use this stress may crack the frame rail behind the cab.

What will Ford and your dealer do? In the interest of customer satisfaction, Ford Motor Company has authorized your dealer, to inspect your truck and if needed to install frame support brackets free of charge (parts and labor) under the terms of this program. This Customer Satisfaction Program will be in effect until October 31, 2022 regardless of mileage. Coverage is automatically transferred to subsequent owners.

How long will it take? The time needed for this repair is one-day depending on vehicle configuration. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B04. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access owner.ford.com for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.



**What should you do?
(continued)**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

**Have you previously
paid for this repair?**

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts and procedures were used.

If the previously paid for repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to frame cracking. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before March 31, 2022. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer
own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**Can we assist you
further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: owner.ford.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



[REDACTED]



October 2022

[REDACTED]
BONFIELD, IL [REDACTED]

Customer Satisfaction Program 21B04

2020 F-550 Ford Truck

Your Vehicle Identification Number (VIN): 1FDUF5GT7L [REDACTED]

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

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This Customer Satisfaction Program has been extended until October 31, 2023, regardless of mileage. Coverage is automatically transferred to subsequent owners.

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What should you do? Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B04. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

What should you do?
(continued)

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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If the previously paid repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to frame cracking. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before December 31, 2022. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center** at 1-866-436-7332 and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center** at 1-800-34-FLEET, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

FROM: **KWAME RAOUL**
Illinois Attorney General
115 S. LaSalle St.
Chicago, Illinois 60603

NHTSA
1200 New Jersey Avenue SE. West Building
Washington, DC 20590

FIRST CLASS



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