

23 June 2025

To Whom It May Concern:

The undersigned, [REDACTED], submits this formal complaint under the Maryland Automotive Warranty Enforcement Act (Lemon Law), Md. Code Ann., Com. Law §§ 14-1501 et seq., requesting immediate investigation into Ford Motor Company's refusal to repurchase or replace a defective 2022 Ford Bronco (VIN: [REDACTED]).

Factual Allegations

On April 10, 2025, the undersigned filed a complaint with Ford regarding a persistent defect in the rear driver-side window, subject to three unsuccessful repairs within the 24-month/18,000-mile warranty period (September 4, 2024; December 10, 2024; February 10, 2025). Lindsay Ford dealership confirmed the defect's recurrence and recommended repurchase. Ford redirected the matter to BBB Auto Line, which was obstructed by Ford's unauthorized reopening of a prior claim, evidencing bad faith. The dealership advised filing a repurchase claim in the 25th month, exceeding the Lemon Law window (Md. Code Ann., Com. Law § 14-1502(a)). BBB limited relief to maintenance costs, inapplicable as repairs were free, and at 25 months, Ford and the dealership declined further repairs post-Lemon Law expiration.

Legal Grounds

The defect, impairing safety and value, satisfies Md. Code Ann., Com. Law § 14-1502(c)(1)(i) (three failed repairs) and § 14-1502(c)(1)(ii) (excessive out-of-service time). Precedent, including Mercedes-Benz of N. Am., Inc. v. Garten, 94 Md. App. 547 (1993), mandates relief for recurring defects.

Relief Requested

The Division is urged to investigate:

1. Whether Ford and Lindsay Ford deliberately delayed proceedings to evade Lemon Law liability.
2. Whether Ford's claim reopening constitutes a deceptive practice under Md. Code Ann., Com. Law § 13-301.
3. Whether Cameron Milner falsified records regarding a May 1, 2025, 7-minute call, misrepresenting non-engagement.
4. The undersigned's entitlement to repurchase or replacement.

A new AutoLine claim was filed due to prior ineffectiveness. The undersigned reserves the right to litigate. Supporting documentation, including call logs and texts, is available upon request.

Respectfully submitted,

[REDACTED]

CC:Lindsay Ford, 11250 Veirs Mill Rd, Wheaton, MD 20902, Ford Motor Company, P.O. Box 6248, Dearborn, MI 48126, Federal Trade Commission, National Highway Traffic Safety Administration

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CAPITAL DISTRICT 208

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