



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

June 23, 2025

NHTSA
1200 New Jersey Ave SE
Washington, DC 2059

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
872-769-6384

enclosure

RL



Office of the
Illinois Attorney General
Kwame Raoul



Contact Information

Consumer Complaint

Please read before filling out this form:

Complete the form below to file your complaint with our office. *Note that you must complete all the required fields in order for your complaint to be accepted.* When filling out this form, if you have any *additional supporting documents*, you will need to upload them electronically on the section/tab at the top of this form titled *"Additional Documents"*. Please prepare the corresponding documents before attachment to your complaint.

Sections/Tabs:

The Consumer Complaint online submission form has five sections. The sections of this form can be navigated to by clicking the tabs at the top of this form.

The section/tab names at the top part of this form are:

- **Contact information** - This section is where you will fill out all contact information regarding your complaint.
- **Transaction** - All transaction related information will need to be filled out on this tab.
- **Description** - Describe the relief you are seeking and describe the transaction and your complaint in detail.
- **Additional Documents** - This section is where you can upload additional documents related to the complaint you are filing.
- **Read before submission** - Please read each point and agreement before submitting.

NOTICE

Complaint forms are public records, which are subject to the Freedom of Information Act, just like other public records. If we receive a request for copies of records that include your complaint, we may be required to provide a copy of your complaint to the requestor. Information that would reveal your identity as a complainant is, however, exempt from disclosure and will be deleted from copies that we provide, allowing the requestor to read your complaint without compromising your privacy.

Your Information

Title

Mr. Mrs. Ms. Other

First Name *

Last Name *

[Redacted]

Address *

Street Address

[Redacted]

City

Lake Forest

State

IL

Zip Code

[Redacted]

Daytime Phone Number *

Evening Phone Number

County

[Redacted]

E-mail *

[Redacted]

I am a senior citizen

I am a veteran

I am a service member

Name of seller or provider of service



Name of seller or provider

Ford Motor Company

Seller or provider address

Street Address

1010 S. Milwaukee Avneue

City

Libertyville

State

IL

Zip Code

60048

Website

Phone Number

I have complained to the company or individual

Person contacted

Phone Number

Would you like to add additional seller or provider's name?

Yes No

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Transaction" Tab.

() Transaction

I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

() Information about transaction

Date of Transaction

07/27/2019

I signed a contract

Date contract was signed

This product or service was advertised

When?

How was the service advertised?

Newspaper/Magazine

Radio advertisement

Television advertisement

Internet advertisement

E-mail solicitation

Direct Mail solicitation

Telephone solicitation

Yellow pages of the telephone book

Facsimile solicitation

Door-to-door solicitation

Display at merchant's place of business

Display at a trade show/convention

Other (please specify)

If you would like to attach a digital copy of the advertisement, please do so in the Additional Documents tab section at the top of this form.

Amount paid to date or down payment

\$20,000.00

Method of payment

Cash	Money Order	Check
Credit Card	Debit Card	Bank Draft
Wire Transfer	Automatic Debit	Cryptocurrency
Mobile App (Zelle/Pay Pal/Etc.)	Prepaid/reload credit or debit cards	Other (please specify)

Where did the transaction take place?

At my home By mail Trade show - convention - home show By facsimile There was no transaction Over the telephone
Over the Internet At the firm's place of business

Other

Please specify

Total cost of product and or service

\$0.00

I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Description" Tab.

Description

Is this regarding a motor vehicle?

Yes No

Complaint Description

Briefly describe the transaction and your complaint *

I bought a used 2017 Ford Edge in 2019. The car currently has 85,000 miles on it and is experiencing engine failure. Faulty gaskets are leaking coolant into the engine and making the car inoperable. There are thousands of cases involving this exact issue yet Ford refuses to recall the Edge despite the fact that they have recalled the same engine on other models. Ford wants \$10,500 to replace the engine (Blue Book value of the car is only \$8000). Without replacing the engine, Ford offered my \$500 for the trade-in. Ford should be forced to fix the engine here. It is not fair for 8 year old cars to fail completely.

What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.)*

Ford should recall the model and replace the engine.

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Additional Documents" Tab.

Additional Documents



Please submit any additional documents that relate to this consumer complaint.

*** All supporting documents must be uploaded before your complaint is submitted.**

Do not submit duplicate complaints. Submitting duplicate complaints may only slow down the processing of such complaint.

Add Additional Documents

To continue to the next section of this form, please click on the Next button or scroll up and click on the **"Read before submission"** Tab.

Read before submission

Read the following before submitting

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.

I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

Please do not send this complaint to the business.

I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

You have made it to the last section of this complaint form. If you are ready to submit your form, press the "Submit" button. If you would like to review your information before submitting, click on each section tab or any of them and review your information before pressing Submit.

*** Remember that all supporting documents must be uploaded in the Additional Documents tab before your complaint is submitted.**

Please do not submit duplicate complaints, doing so may only slow down the processing of such complaint.



KWAME RAOUL

ATTORNEY GENERAL

STATE OF ILLINOIS

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Chicago, IL 60603

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