



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

July 23, 2025

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
872-769-6384

enclosure

R



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 *

[Redacted]

Last Name *

[Redacted]

Address *

Street Address

[Redacted]

City

Chicago

State

ILLINOIS

Zip Code

[Redacted]

Daytime Phone Number *

[Redacted]

Evening Phone Number

County

United States

E-mail *

[Redacted]

[Redacted]

Name of seller or provider of service



Name of seller or provider

Ford Motor Company

Seller or provider address

Street Address

p.o. box 6248

City

dearborn

Zip Code

48126

State

michigan

Website

ford.com

Phone Number

(800) 392-3673

I have complained to the company or individual

Person contacted

Sent letter directly to Ford Motor Company

Phone Number

(800) 392-3673

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

11/01/2020

I signed a contract

This product or service was advertised

Amount paid to date or down payment

\$50,000.00

Method of payment

Cash

Credit Card

Wire Transfer

Mobile App (Zelle/Pay Pal/Etc.)

Money Order

Debit Card

Automatic Debit

Prepaid/reload credit or debit cards

Check

Bank Draft

Cryptocurrency

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

Purchased a 2020 Lincoln Navigator at the Orland Park Lincoln Dealership in November 2020, under contract for a monthly car note, and paid 20,000 down payment
Please specify

Total cost of product and or service

\$75,000.00

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

For complaints regarding motor vehicles

Make lincoln	Model aviator black label	Year 2020
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	<input type="checkbox"/> As-Is <input type="checkbox"/> Warranty	Purchase Date 11/01/2020
Mileage at Purchase 500	Current Mileage 30,000	
Name of Extended Warranty Lincoln	Expiration Date 01/01/2025	

Complaint Description

Briefly describe the transaction and your complaint *

I am writing this message on behalf of our ongoing concerns about the constant notification of recalls of a 2020 Lincoln Aviator Black Label VIN number: [REDACTED] that we purchased at the Orland Park Illinois Lincoln dealership back in Nov. 2020. What is the recourse for consumers that must undergo this undue stress of constantly running back and forth to the dealership for repairs? When we opted to purchase this luxury vehicle as [REDACTED] we were willing to pay the price for luxury and peace of mind, but this is not the case with this vehicle. We currently have a car note that we pay monthly, with a balance of approximately \$16,000. Bottom line, we have not experienced the benefits of purchasing a "high quality luxury" vehicle, only constant letter of recalls in the mail, leading to trips back and forth to the dealership and rental cars; which can be stressful on [REDACTED]. We mailed this same complaint to the Ford Motor Company in Dearborn Michigan today 7/2/25. We have already sent our concerns to NHTSA.

Link to NHTSA outlining all of the recalls for this vehicle. <https://www.nhtsa.gov/vehicle/2020/LINCOLN/AVIATOR/SUV/4WD#recalls>

Total of 22 Recalls noted to date: 16 of those recalls were within the time of our purchase. What is concerning is the nature of the recalls and the possible safety implication; explicitly:

1. 8 recalls for the rear camera, which put us at risk of a crash
2. 2 recalls for a battery shortage issue which could have resulted in a fire
3. 1 recall for unsecured wire harness which could have resulted in a fire

In addition, according to the Illinois Lemon Law, The Illinois Lemon Law, formally known as the Illinois New Vehicle Buyer Protection Act, protects consumers who purchase or lease new vehicles that have persistent, unrepairable defects. If a new vehicle experiences a defect that substantially impairs its use, value, or safety, and

the manufacturer is unable to repair it after a reasonable number of attempts (typically four attempts or 30 or more business days out of service), the consumer can pursue a replacement or refund.

Based on the recall history there have been a total of 8 recalls for the exact same issue for the rearview camera which would fall under the category of persistent defect per the Lemon Law, meaning the consumer can pursue a replacement or a full refund.

We look forward to hearing back from someone on your team with the best advice or next steps.

Sincerely,

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

Remedy expected:

1. Replacement vehicle of high quality
2. Full Refund of purchase price

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.

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

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

Defect

PM

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