

[REDACTED]
[REDACTED]
Mission Viejo, CA [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

May 12th, 2026

FORMAL CONSUMER COMPLAINT AND REQUEST FOR INTERVENTION

**Re: Defective 2024 Ford F-150 (Commercial Vehicle) — Manufacturer Failure to Repair /
Denial of California Lemon Law Protections**

Vehicle Information:

Year / Make / Model: 2024 Ford F-150, long-bed configuration

VIN: [REDACTED]

Vehicle Type: Commercial

Date of Purchase: December 2024

Selling Dealership: Peoria Ford, Peoria, Arizona

Servicing Dealership: Ford dealership, Orange County, California

State of Delivery, Registration, and Use: California

To Whom It May Concern:

I am submitting this formal complaint and urgent request for intervention against Ford Motor Company and its authorized California dealership regarding a defective new commercial vehicle that has remained unrepaired for approximately eighteen months, despite numerous repair attempts, and a wrongful denial of my rights under the California Lemon Law.

About Me

My name is [REDACTED] I am a California resident and the owner of a [REDACTED] based in California. My work requires a heavy-duty commercial truck capable of transporting materials, tools, and equipment to job sites daily. This vehicle is not a convenience — it is essential commercial equipment used in the daily operations of my California business.

Purchase and the Arizona Routing Issue

In December 2024, I purchased a brand-new 2024 Ford F-150 with a long-bed commercial configuration specifically required for my construction operations. I first went to a Ford dealership in California intending to purchase locally. The California dealership informed me

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that the configuration I needed was not available in California inventory and instructed me to place the order through Peoria Ford in Peoria, Arizona, with delivery to be taken in California.

Relying entirely on the guidance and representations of Ford's authorized dealership network, I followed those instructions. The relevant facts establishing California as the proper jurisdiction for consumer protection purposes are clear:

- I am a California resident and consumer.
- The vehicle was delivered to me in California.
- The vehicle is registered in California.
- The vehicle has been used exclusively for my California business.
- The vehicle has been serviced exclusively at a Ford dealership in California.
- The Arizona routing through Peoria Ford was Ford's solution to its own inventory limitation — not an independent choice I made.

The Defect and Ford's Failure to Repair

Within approximately one month of taking delivery, the passenger-side door began failing to close and latch properly and safely — a serious safety defect on a commercial vehicle that transports a worker and materials daily.

Since that time, I have brought the vehicle to a Ford dealership in Orange County, California, for repair on numerous occasions. Despite repeated repair attempts over approximately eighteen months, multiple lost workdays, and extensive inconvenience, the defect has never been corrected. The vehicle remains defective today.

Wrongful Denial of California Lemon Law Protections

After exhausting reasonable efforts to obtain a repair, I pursued relief under California's Song-Beverly Consumer Warranty Act (the California Lemon Law). I was then informed that because the original order had been placed through Peoria Ford in Arizona — **at the direction of Ford's own California dealership** — I may not qualify for California Lemon Law protections.

This position is both legally questionable and fundamentally unjust:

- I am a California consumer.
- The vehicle was delivered to me in California.
- The vehicle has been serviced exclusively at a Ford dealership in California.
- The Arizona order routing was directed by Ford's California representatives to overcome their own inventory shortfall.

A consumer cannot lawfully or fairly be stripped of statutory warranty protections because a manufacturer's dealer chose to source the vehicle from another state. To allow this would create a loophole permitting manufacturers to evade state consumer-protection law simply by routing orders across state lines — a result plainly contrary to the protective purpose of the Song-Beverly Act.

Damages Suffered

This unresolved defect has caused:

- Substantial lost income and business disruption, as a construction-business owner unable to reliably use his commercial work truck;
- Significant out-of-pocket costs and lost workdays from repeated service visits;
- Loss of the use and value of a newly purchased commercial vehicle for which I continue to make payments;
- Considerable emotional distress and exhaustion from approximately eighteen months of unresolved repair attempts.

Requested Relief

I respectfully request that your office:

1. Open a formal investigation into Ford Motor Company's failure to repair this defect under its express and implied warranties;
2. Investigate the use of out-of-state order routing as a basis to deny California consumers their Song-Beverly Act protections;
3. Intervene with Ford Motor Company to obtain an equitable resolution — namely, repurchase or replacement of the vehicle under the Lemon Law, together with reimbursement of incidental and consequential damages;
4. Provide any further guidance available to me as a California consumer.

I have maintained records of my purchase, every service visit, repair invoice, and all related correspondence, and I will provide complete documentation upon request.

I purchased this commercial vehicle in good faith, followed every instruction Ford's dealership provided, and have done everything reasonably possible to resolve this matter directly. I respectfully ask for your office's assistance so that I may restore stability to my business and bring this prolonged ordeal to a fair conclusion.

Thank you for your time, consideration, and assistance.

Respectfully submitted,

Sayed Majidi

Sayed Majidi

26941 Via Grande

Mission Viejo, CA 92691

(949) 290-5389

Seycajidi35@gmail.com



LINCOLN

**TUTTLE-CLICK
FORD LINCOLN
& COLLISION CENTER**43 AUTO CENTER DRIVE
IRVINE, CA 92618
(949) 472-5200Visit our website @ www.tuttleclick.com

EPA # CAD981978364 B.A.R. # ARD316086

TC MOTORSPORTS
Tuttle-Click**Quick Lane**

DEALER CODE	P & A CODE
71D069	05556
54T170	



02/26/26

CELL: 949-290-5389



1FTEX3KPRKD72377

ADVISOR PAUL PARSONS		4357	TAG NO. L77	INVOICE DATE 02/26/26	INVOICE NO. F2CS488997
LABOR RATE	LICENSE NO. FY741DP	MILEAGE 29,619		COLOR WHITE/	STOCK NO.
YEAR / MAKE / MODEL 24/FORD TRUCK/F-150/2WD SUPERCAB XLT				DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 1 F T E X 3 K P X R K D 7 2 3 7 7				SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.				P.O. NO.	R.O. DATE 02/24/26
RESIDENCE PHONE 949-290-5389	BUSINESS PHONE	COMMENTS			
					MO: 29620

JOB# 1 CHARGES-----

LABOR	TECH(S):3771		WARRANTY
J# 1 12F0Z	LIGHT LINE		
CS THE DOOR AJAR LIGHT COME UNLESS THE PASSENGER DOORS AREN'T SHUT HARD technician and advisor inspected for concern. if the rear door is not closed properly the front door will not close properly either. concern not present at this time.			

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX F2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR	TECH(S):3771		WARRANTY
J# 2 12F0Z1	LIGHT LINE		
CS THE PASSENGER SIDE HAS A RATTLE WHILE DRIVING PETER VERIFIED IT road test for rattle noise assess pass side front a-pillar molding install the rattle foam to a-pillar molding re-road test, good road test for rattle noise assess pass side front a-pillar molding install the rattle foam to a-pillar molding re-road test, good			

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX F2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR	TECH(S):3771		0.00
J# 3 24F0Z0T9SI	TIRE PRESSURES		
SET AND RECORD TIRE PRESSURES CHECKED AND SET TIRE PRESSURES 35psi			

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX F2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR	TECH(S):3259		0.00
J# 4 24F0Z99P	PDEL MULTIPOINT ONLY		
PERFORM MULTI POINT INSPECTION CHECK AND ADJUST TIRE PRESSURE no inspection was done.			

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX F2CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR			
J# 5			

"ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED PARTS & SERVICE"**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

PAGE 1 OF 3

CUSTOMER COPY

(CONTINUED ON NEXT PAGE)

04:56pm

IMPORTANT

You may receive a service questionnaire from Ford Motor Co. in the next few weeks. If for any reason you cannot give us "COMPLETELY SATISFIED" please contact the Customer Relations Center or your Service Advisor immediately! Your satisfaction is our # 1 concern at Tuttle-Click Ford Lincoln & Collision Center. Thank You

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
AUTHORIZED SIGNATURE & DATE

Twenty-five dollar per day storage charges may be imposed if vehicle is not picked up within two business days of notice of completion.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. IF YOU HAVE SPECIAL ORDERED PARTS YOU WILL BE NOTIFIED UPON THEIR ARRIVAL.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check indicates are necessary."

FOR YOUR CONVENIENCE.**SERVICE PARTS AND COLLISION CENTER HOURS.****MON. - FRI. 7:00 a.m. - 6:00 p.m.****SAT. 7:00 a.m. - 4:00 p.m.****POWER OF ATTORNEY**

The undersigned, hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

(DATE) X (INSURED)

(DATE) X (INSURED)

PROGRAM CODE(S)	APPROVAL CODE OR NO.	COMMITMENT CODE
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REPAIR 1		
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SF658100-OS (04/26)



LINCOLN



TUTTLE-CLICK FORD LINCOLN & COLLISION CENTER

43 AUTO CENTER DRIVE
IRVINE, CA 92618
(949) 472-5200

Visit our website @ www.tuttleclick.com

EPA # CAD981978364 B.A.R. # ARD316086

TC MOTORSPORTS

Quick Lane

DEALER CODE	P.A. CODE
710069	05556
541170	

ADVISOR PAUL PARSONS	4357	TAG NO. L77	INVOICE DATE 02/26/26
LABOR RATE		29,619	COLOR WHITE/
YEAR / MAKE / MODEL 24/FORD TRUCK/F-150/2WD SUPERCAB XLT			DELIVERY DATE
			DELIVERY MILES
			SELLING DEALER NO.
			PRODUCTION DATE
			R.O. DATE 02/24/26
BUSINESS PHONE	COMMENTS		

MO: 29620

LABOR
JOB# 5: 69FOZ LINCOLN LINCOLN TWO LOANER TECH(S): 3299 WARRANTY

LINCOLN - In-warranty Loaner (10 DAYS MAX)

3 Days @ 45.00 per day
135.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
2303387 02/26/26 FA11266 L02615 TOTAL - SUBLET WARRANTY 0.00

JOB# 5 TOTALS-----
JOB# 5 JOURNAL PREFIX F2CS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----
LABOR
JOB# 6: 24FOZ PERFORM VIDEO MPI TECH(S): 3299 0.00

PERFORM VIDEO MPI

JOB# 6 TOTALS-----
JOB# 6 JOURNAL PREFIX F2CS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----
LABOR
JOB# 7: 12FOZ LIGHT LINE TECH(S): 3771 0.00

Added Operation (2DANIELS @ 02/24/2026 09:04)
ADD-ON, PANEL ON TOP TAILGATE STEP COMES OFF
Inspect rear tailgate step, found damaged, not warrantable.

JOB# 7 TOTALS-----
JOB# 7 JOURNAL PREFIX F2CS JOB# 7 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

APPROVED ADDITIONAL COST OF \$0.00 FOR TOTAL ESTIMATE OF \$0.00 (+TAX) ON 02/24/26 AT 09:04am
BY SEYED MAJIDI COMMENTS

RECOMMENDED NOT DONE/ DECLINED SERVICES-----
04FOZ08 ALIGNMENT CARS & LT FOLLOW-UP: 02/25/26
04FOZ09 HD ALIGNMENT FOLLOW-UP: 02/25/26

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X AUTHORIZED SIGNATURE & DATE

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FOR YOUR CONVENIENCE.

SERVICE PARTS AND COLLISION CENTER HOURS.

MON - FRI 7:00 a.m. - 6:00 p.m.

SAT. 7:00 a.m. - 4:00 p.m.

POWER OF ATTORNEY

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(DATE) X (INSURED)

(DATE) X (INSURED)

PROGRAM CODE (P)	APPROVAL CODE OR NO.	COMMITMENT CODE
REPAIR		

ON BEHALF OF SERVICES DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE, UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY MANNER WITH ANY ACCIDENT, DEFECTIVE OR DEFECTIVE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY REPRESENTATIVES OF FORD.

(SIGNATURE) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

SF58100-OS (04/26)

"ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED PARTS & SERVICE"

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TC MOTORSPORTS
*fast to the point***Quick Lane**

DEALER CODE	P & A CODE
71D069	05556
54T170	

CELL: [REDACTED]

ADVISOR PAUL PARSONS	TAG NO. L77	INVOICE DATE 02/26/26
LABOR RATE [REDACTED]	MILEAGE 29,619	COLOR WHITE/
YEAR / MAKE / MODEL 24/FORD TRUCK/F-150/2WD SUPERCAB XLT		STOCK NO.
DELIVERY DATE		DELIVERY MILES
SELLING DEALER NO.		PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 02/24/26
BUSINESS PHONE	COMMENTS	

MO: 29620

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] OTHER [] CHARGE
 * DATE / /

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

 * THE TUTTLE-CLICK AUTOMOTIVE GROUP WOULD LIKE YOUR PERMISSION TO CONTACT YOU USING THE PHONE NUMBER YOU PROVIDED. BY SIGNING THIS FORM, YOU AGREE TO RECEIVE AUTOMATED TEXTS AND/OR PRE-RECORDED VOICE MESSAGE AT THE NUMBER PROVIDED ON THIS FORM. THIS MAY INCLUDE RELEVANT SALES, SERVICE, MARKETING AND/OR OTHER GENERAL INFORMATION *

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

"ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED PARTS & SERVICE"**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

SF658100-OS (04/26)

[REDACTED]
Mission Viejo, CA

Phone [REDACTED]

Email [REDACTED]

May 12th, 2026

Office of Defects Investigation (NVS-210)
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

**Re: Safety Defect Report — 2024 Ford F-150 (Commercial), VIN 1FTEX3KPXRKD72377
— Passenger-Side Door Failure to Latch / Close Properly**

To the Office of Defects Investigation:

I am writing to report what I believe is a **safety-related defect** in my 2024 Ford F-150 commercial truck, in the hope that this information assists NHTSA in identifying any trend involving similar vehicles.

Vehicle:

Year / Make / Model: 2024 Ford F-150 (long-bed configuration)

VIN: [REDACTED]

Vehicle Type: Commercial

Date of Purchase: December 2024

Selling Dealer: Peoria Ford, Peoria, Arizona

State of Delivery, Registration, and Use: California

Servicing Dealer: Ford dealership, Orange County, California

Description of the Defect:

Within approximately one month of taking delivery of the vehicle, the **passenger-side door began failing to shut and latch properly**. This is a critical safety component. A door that does not latch reliably can open while the vehicle is in motion, fail to protect occupants in a side-impact crash, and creates ongoing risk for anyone seated on that side of the vehicle. This truck is my primary commercial work vehicle and regularly carries a passenger and materials to [REDACTED]

Repair History:

Over approximately the past eighteen months, I have presented the vehicle to a Ford dealership in Orange County, California, numerous times for repair of this defect. Despite repeated repair attempts, the defect has not been resolved and continues to occur.

Crash / Injury Status:

No crash or injury has occurred to date. I am reporting this proactively because the condition is unresolved and presents an ongoing safety risk.

I respectfully ask NHTSA to:

1. Log this safety complaint in the ODI database;
2. Review whether similar passenger-door latch / closure complaints have been reported on the 2024 Ford F-150;
3. Consider whether the available data warrants opening a defect investigation.

I will gladly provide repair orders, VIN documentation, and additional information upon request, and I am also filing the online report at [nhtsa.gov](https://www.nhtsa.gov).

Thank you for your attention to this safety matter.

Respectfully,

[Redacted Signature]

MISSION NEW, CA

SANTA ANA CA

14 MAY 2025 PM



To: Office of Defects Investigation (NHTSA-210)
US Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC 20590

20590-