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RICHARD J. CODEY
Acting Governor

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New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102



PETER C. HARVEY
Attorney General

JEFFREY BURSTEIN
Acting Director

Mailng Address:
P.O. Box 45025
Newark, NJ 07101
(973) 604-6200

January 31, 2005

[Redacted]

Woodbury, NJ [Redacted]

Re: Ford Motor Co.
File No.: 05-01238

Dear [Redacted]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervisor
Consumer Service Center

PDP:ss
CSC11B.frm

*Amemari
3/2/05*



State of New Jersey
 DEPARTMENT OF LAW AND PUBLIC SAFETY
 DIVISION OF CONSUMER AFFAIRS
 P.O. Box 45025
 NEWARK, NEW JERSEY 07101
 (973) 504-6200
 (800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Board may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

FILED AGAINST:

NAME: _____ ADDRESS: _____ CITY: <u>Woodbury</u> STATE: <u>NJ</u> ZIP: _____ HOME TELEPHONE NUMBER: _____ WORK TELEPHONE NUMBER: _____ E-MAIL ADDRESS: _____	BUSINESS: <u>Ford Motor Co.</u> ADDRESS: _____ CITY: <u>Woodbury</u> STATE: <u>NEW JERSEY</u> ZIP: _____ TELEPHONE NUMBER (1): _____ TELEPHONE NUMBER (2): _____
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For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|--|---|---|--|
| <input checked="" type="checkbox"/> Automotive | <input type="checkbox"/> Automotive Repairs | <input type="checkbox"/> Banking | <input type="checkbox"/> Credit Card |
| <input type="checkbox"/> Charity | <input type="checkbox"/> Direct Mail/Sweepstakes | <input type="checkbox"/> Home Repair | <input type="checkbox"/> Internet/Cyberspace |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities | <input type="checkbox"/> Telemarketing | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle | <input type="checkbox"/> Health Club | <input type="checkbox"/> Warranty | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law |
| <input type="checkbox"/> Home Furnishings | <input type="checkbox"/> Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. New Used demo
- b. Purchased Leased
- c. Purchase Price 18,500 Current Mileage 38,000
- d. Date of purchase 2002 With Warranty With Service Contract As Is
- e. Make Ford Model RANGER Year 2002

3. Name of company with which you dealt: ACE Ford - Woodbury - spoke with A-J who forwarded letter to claims/customer relations
4. Name and title of company agents or employees with whom you dealt: TRUCK PAID IN FULL

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

THANK YOU FOR TAKING THE TIME TO INVESTIGATE THIS MATTER.

ON JUNE 21, 2004 SON WAS COMING HOME FROM FRIENDS HOUSE, IT WAS AROUND 2:30 - 3:30 AM HE FELL ASLEEP AT THE WHEEL, WAS GOING 40 MPH HIT A TELEPHONE POLE, HE HAD SEAT BELT ON HEAD HIT WINDOW, AIR BAG DID NOT DEPLOY. SON SUFFERED A CONCUSSION - HOSPITAL BILLS ARE ATTACHED. TRUCK IS IN DRIVEWAY, IT WAS A TOTAL LOSS. NO ONE FROM FORD COMPANY CAME TO INSPECT THE VEHICLE, ONE LETTER WAS RECEIVED FROM FORD ONE DAY LATER, ASKING FOR COPIES, PICTURES ETC. THEN ASKED WHAT DO I WANT FROM FORD? AND TO RESPOND IN 45 DAYS! A LAWYER IS HANDLING AN ISSUE WITH OUR INSURANCE, SO TOLD ME HE WOULD HANDLE THEM BACKED OUT. THIS MAY BE MAKER OF AIR BAG, INSTALLER, OR FORD THEMSELVES BUT HAD NO INTEREST IN CHECKING THIS OUT. THERE - MAY BE A RECALL INVOLVED. I HAVE SENT NUMEROUS LETTER TO FORD'S ATTENTION, WENT TO FORD IN WOODBURY, RESPONDED TO LETTER AND FORWARDED TO CLAIMS - NO RESPONSE!!!

6. The amount of loss involved in this complaint; \$22,172.56. Please provide a breakdown of these losses:

Enclosed are medical bills, son went numerous times due to head trauma, severe headaches, also towing, storage, and book value of vehicle.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

Signature*

Date

* This certification must be signed by the person completing the form.



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THE TRUSTED RESOURCE



Buying a used car?

CARFAM Checks

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BLUE BOOK RETAIL REPORT
New Jersey - September 22, 2004

2002 Ford Ranger Super Cab 2D



V
4 door

INTRODUCING THE ALL NEW
2004 VOLVO V40 V40 S40
STARTING AT \$21,190 MSRP



Engine: V6 3.0L Flex Fuel
Trans: Automatic
Drive: 2 Wheel Drive
Mileage: 40,000

V6 4.6L

Equipment

- Edge Plus
- Air Conditioning
- Power Steering
- Power Windows
- Power Door Locks
- Tilt Wheel
- Cruise Control

CD

- AM/FM Stereo
- ~~Cassette~~
- Premium Sound
- Dual Front Air Bags
- ABS (4-Wheel)
- ~~Leather~~
- ~~Power Windows~~

Power MIRRORS

- Sliding Rear Window
- Running Boards
- Hard Tonneau Cover
- Bed Liner
- Premium Wheels
- Wide Tires

Retail Value

\$15,550

The Kelley Blue Book Suggested Retail Value represents the amount an auto dealer might ask for a specific vehicle. The Suggested Retail Value is a starting point for negotiation therefore the actual sale price will vary. Popularity, condition, warranty, color and local market conditions will be factors involved in determining a final price. This retail value is not a trade-in or private party value.

This Suggested Retail Value assumes that the vehicle has been fully reconditioned and has a clean . The Suggested Retail Value also allows for advertising, sale commissions, insurance and other costs of doing business as a dealer. Most vehicles being offered at this price have passed an inspection and some may carry a warranty.

LAW OFFICES
THOMAS and COOK
23 NEWTON AVENUE
P.O. BOX 598

WOODBURY, NEW JERSEY 08096
856-848-8900 . 856-964-6800

CHARLES CRABBE THOMAS (1915 - 1992)
RODMAN L. COOK

FAX: 856-848-0582

November 29, 2004

[REDACTED]
Woodbury, New Jersey [REDACTED]

In re: Underwood Memorial Hospital vs. [REDACTED] 317G110

Dear [REDACTED]

The above matter has been turned over to us for collection. There is due upon this account the sum of \$ 1,941.64.

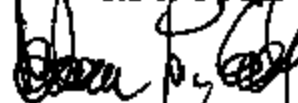
Before instituting suit upon this debt, we thought it advisable to offer you this opportunity of making payment without coercion. Unless you notify this office within 30 days after receiving this notice that you dispute the validity of the debt, or any portion thereof, this office will assume the debt is valid. If you notify this office in writing within 30 days from receiving this notice, this office will: obtain verification of the debt and mail you a copy of such verification. If you request this office in writing within 30 days after receiving this notice, this office will: provide you with the name and address of the original creditor, if different from the current creditor. This is an attempt to collect a debt. Any information will be used for that purpose.

If you would save yourself the annoyance and expense of legal action, kindly send us the amount due.

Let us hear from you before December 13, 2004.

Very truly yours,

THOMAS & COOK


Rodman L. Cook

RLC:pc

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.