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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General in Charge
Consumer Frauds and Protection Bureau

February 25, 2005

[REDACTED]
Chicago, IL [REDACTED]

Our File Number: 2005-472279
Company: Towne Car Express

Dear [REDACTED]

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

✓cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

*Maria
3/9/05*



ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1 (800) 771-7755 TDD (800) 711-9898
<http://www.oag.state.ny.us>

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER

YOUR NAME		HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER	
CITY/TOWN	COUNTY	STATE	ZIP
CHICAGO	COOK	IL	

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
TOWNS CAR EXPRESS			
STREET ADDRESS		STREET ADDRESS	
866 CHURCH AVE			
CITY/TOWN	STATE	CITY/TOWN	STATE
BROOKLYN	NY		
TELEPHONE NUMBER		TELEPHONE NUMBER	
(718) 853-7610			
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)	
10 NOV 2004	\$ 26,750	☐ Cash ☒ Check ☐ Credit Card ☐ Other	
DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED	
☐ Yes ☒ No			
WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED	
☒ Yes ☐ No	INTERNET	1, NOV, 2004	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)			
CAR			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL		PERSON CONTACTED	JOB TITLE
25 NOV 04 ☐ By Mail ☒ By Telephone ☐ In Person		MIKE	SALESMAN
NATURE OF RESPONSE		DATE OF RESPONSE	
DROVE BACK TO NY SO THEY CAN SEE WHAT MESSAGE			
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)			
☐ Yes ☒ No			
IS COURT ACTION PENDING? (Please describe as necessary)			
☐ Yes ☒ No			
ADDITIONAL INFORMATION		PRODUCT MODEL OR SERIAL NUMBER	
MANUFACTURER OF PRODUCT		160H4841163	
ADDRESS		WARRANTY EXPIRATION DATE	
LINCOLD			
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)			
☐ Yes ☒ No			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT I PURCHASED A 2003 LINCOLN TOWN CAR
EXECUTIVE L. FROM TOWN CAR EXPRESS ON NOV. 10, 2004. I
BOUGHT IT TO THE ATTENTION OF THE SALESMAN, MIKE, THAT
THE AIR BAG LIGHT WAS ON. HE TOLD ME THAT THE CAR WAS
UNDER MANUFACTURER'S WARRANTY, WHICH WAS TRUE. WHEN I
TOOK THE CAR IN TO A LINCOLN DEALER SERVICE DEPT. THEY TOLD
ME THAT THEY WOULD'N'T BE ABLE TO FIX THIS BECAUSE THE
SENSOR AND THE WIRING THAT GOES UNDERNEATH THE PASSENGER
SEAT WAS NOT THERE. THIS MEANS THAT IN AN ACCIDENT
IF SOMEONE IS SITTING IN THE PASSENGER SEAT THE AIR BAG
WILL NOT DEPLOY BECAUSE THERE IS NO SENSOR TO ACTIVATE
THE AIR BAG. THE CAR CAME FROM THE MANUFACTURER WITH THIS DEF.
WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) I WANT THEM TO

PAY FOR REPAIRS.

WHO REFERRED YOU TO THIS OFFICE? MY LAWYER

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: [Redacted Signature]

Date: 23, FEB. 2005

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332

**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).**