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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

REGIONAL OFFICE DIVISION
WATERTOWN REGIONAL OFFICE

April 18, 2005

10121564

Watertown, NY

Our File Number: 2005-475475
Company: Ford Motor Company

Dear

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,

Carol A. Lively

Carol A. Lively
Bureau of Consumer Frauds
And Protection

✓cc: National Highway Traffic Safety Administration
Department of Transportation
400 7th St., SW, Room 5232
Washington, DC 20590

*Out over
5/16/05*



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

REGIONAL OFFICE DIVISION
WATERTOWN REGIONAL OFFICE

April 18, 2005

Watertown, NY

Re: Our File No: 2005-475475
Company: Ford Motor Company

Dear

We have received a response to your complaint. Despite our efforts, the company has refused to make any refund or other adjustment.

I regret that we cannot assist you further. In the case of individual complaints, our role is limited to that of mediator. Mediation is a voluntary procedure and we are not empowered to make judgments of fact. Therefore, we cannot force a settlement. Only a court may determine what rights you have in this matter.

Small Claims Courts are the most convenient forums in which to file suit. In New York State, you may sue in Small Claims Court for up to \$5,000, except in Town and Village Courts where the limit is \$3,000, exclusive of interest and court costs. Also, in New York State you must file a small claims suit in the county where the defendant resides, is employed or has an office. An attorney may represent you but is not required.

Contact your local Small Claims Court for further information and, in New York State, for a booklet explaining how to use the Court. For Watertown the telephone number is (315) 785-7785. Free assistance in preparing a small claims case is available from the New York Public Interest Research Group ("NYPIRG"). The telephone number for NYPIRG's Small Claims Court Action Center is (315) 476-8381.

If you have not already done so, you may wish to discuss this matter with a private attorney. In the event you need a referral, I suggest you contact your county bar association. Typically, initial consultations are relatively inexpensive and do not commit you to further representation. This office cannot represent consumers in court nor give individual legal advice.

I regret that our efforts have not led to a resolution of your complaint. We will keep a record for future reference.

Very truly yours,

Carol A. Lively

Carol A. Lively
Bureau of Consumer Frauds
and Protection

RECEIVED

APR 04 2005

NY STATE DEPARTMENT OF LAW
WATERLOO ROAD OFFICE

Mrs. Lively

Thank you for such a quick response to this dilemma. I have talked to many Ford Truck owners with these Diesel Motors that have oil pans that deteriorate prematurely. These Trucks are a very expensive line that sell from \$35,000 to \$45,000 plus. If Ford doesn't remedy this it will hurt new Truck sales as well as hamper used Truck sales. The public is very aware of this. The Dealer makes Dealer ship profits 2-5% of these pans because they make so much money changing them: approx \$1100 - \$1200. I'd like to know if you could let me know how many have been changed in the US. I lost seven quarts of oil out of 15 quarts by the time I changed it and this is times how many Trucks on the road. Ford knows this problem. Shame on them! Palliaters!
Also I asked the Dealership if

The new Pens were made out of the
same material & they said "Yes!"
Future Polluters.

Also this jeopardizes the motor
If the owner doesn't know a 3-6
year old truck can have this problem
These motors are \$10,000 more &
will wear from lack of oil. Ford should
have notified owners when they
had to ship so many of them to
their parts Dept's. Once again
they are making money on a bad
selection of metal for such an important
part - the blood holder of a motor.
There's Refenated is a big executive
that gets paid a lot of money that
is aware of this. Shame!

Please send a copy of this to
one of them before 60 minutes
gets a hold of this. Thanks again
Mrs Evelyn



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

REGIONAL OFFICE DIVISION
WATERTOWN REGIONAL OFFICE

March 30, 2005

Watertown, NY

RE: Your Complaint Against Ford Motor Company

Dear Consumer:

This is to notify you that this office has received correspondence from the merchant in connection with the above-captioned matter, a copy of which is enclosed herewith, in order to keep you fully apprised of the current status. This office shall require further information from the merchant in the furtherance of our investigation.

Upon completion of our investigation, you will be immediately notified.

Very truly yours,

Carol A. Lively

Carol A. Lively
Sr. Consumer Frauds Representative

CAL/scw
Enc.

Dear _____

Thank you for your order. We will provide you with the best service to properly install and maintain your equipment.

If we need any more information, we will contact you. Thank you for this customer service.



Consistent Performance
Ford Motor Company



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

REGIONAL OFFICE DIVISION
WATERTOWN REGIONAL OFFICE

March 17, 2005

Ford Motor Company
Customer Service Division
ATTN: Pat Durand
1 International Blvd. Suite 1101
Mahwah, NJ 07495

Our File Number: 2005-475475
Consumer:

Watertown, NY

Dear Sir or Madam:

Enclosed please find a copy of a complaint filed by the above consumer.

Attorney General Eliot Spitzer's Bureau of Consumer Frauds and Protection enforces consumer protection laws and mediates consumer complaints. Our purpose in handling individual complaints is to assist in settling disputes fairly and amicably.

Since we now know only the consumer's side, I request that you review the complaint and state your position in writing. I enclose our response form. Kindly attach copies of any relevant documents.

Of course, if the consumer is entitled to a refund or other adjustment, it should be made promptly and you should advise us accordingly.

Please send your reply within seven business days.

I look forward to your cooperation.

Very truly yours,

Carol A. Lively
Bureau of Consumer Frauds
And Protection

Enclosure

PLEASE INCLUDE ABOVE FILE NUMBER ON ALL CORRESPONDENCE



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

REGIONAL OFFICE DIVISION
WATERTOWN REGIONAL OFFICE

ELIOT SPITZER
Attorney General

March 17, 2005

Watertown, NY

Our File Number: 2005-475475
Company: Ford Motor Company

Dear :

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

It is the policy of the Attorney General's Bureau of Consumer Frauds and Protection to intervene in an individual consumer dispute if we believe our mediation might help bring about a resolution. I am forwarding a copy of your complaint to the company to request a statement of their position and a possible adjustment.

If you wish to contact us, please do so in writing. Be sure to mention our file number and the full name of the company. Please understand that we cannot serve as a consumer's private attorney.

I hope our efforts are successful. I will contact you again when there are developments to report.

Very truly yours,

Carol A. Lively

Carol A. Lively
Bureau of Consumer Frauds
And Protection

PLEASE INCLUDE ABOVE FILE NUMBER ON ALL CORRESPONDENCE



ATTORNEY GENERAL ELIOT SPTIZER
 STATE OF NEW YORK
 OFFICE OF THE ATTORNEY GENERAL
 BUREAU OF CONSUMER FRAUDS AND PROTECTION
 317 Washington Street
 Watertown, NY 13601-9744
 Tel. (315) 785-2444 Fax (315) 785-2294

COMPLAINT FOR
 Consumer Hotline
 (800) 771-7755
 For Hearing
 TDD (800) 771-7755
 www.oag.state.ny.us

MAR 09 2005

1st copy of 2

NY STATE DEPARTMENT OF LAW
 WATERTOWN REGIONAL OFFICE

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

CONSUMER

YOUR NAME _____ HOME TELEPHONE NUMBER _____
 STREET _____ BUSINESS TELEPHONE NUMBER _____
 CITY/TOWN Watertown COUNTY JEFF STATE NY ZIP _____

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES Ford Corporation NAME OF OTHER SELLER OR PROVIDER OF SERVICES BASEL Ford Rochester
 STREET ADDRESS _____ STREET ADDRESS _____
 CITY/TOWN Detroit STATE _____ ZIP _____ CITY/TOWN _____ STATE _____ ZIP _____
 TELEPHONE NUMBER _____ TELEPHONE NUMBER _____
 DATE OF TRANSACTION 1999 COST OF PRODUCT OR SERVICE \$ 34,000 HOW PAID (Check those which apply)
 Cash Check Credit Card Other Bank Payment
 DID YOU SIGN A CONTRACT? Yes No WHERE DID YOU SIGN THE CONTRACT? _____ DATE SIGNED _____
 WAS PRODUCT OR SERVICE ADVERTISED? Yes No WHERE WAS IT ADVERTISED? _____ DATE ADVERTISED _____

TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)
other side

DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 3/1/01 By Mail By Telephone In Person PERSON CONTACTED Terry (woman) JOB TITLE Supervisor
 NATURE OF RESPONSE oil pans don't last very long in NY - 6 yrs? DATE OF RESPONSE 3/1/01 (2/28 Shearan)
 HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) not yet many leaking + dangerous to environment
 Yes No there was wholes leaking! Recall all of them
 IS COURT ACTION PENDING? (Please describe as necessary) Stop production
 Yes No

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT Ford PRODUCT MODEL OR SERIAL NUMBER F-350 Super Duty
 ADDRESS Detroit WARRANTY EXPIRATION DATE 2002
 DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)
 Yes No Paid for

**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).**