



RICHARD J. CODEY
Acting Governor

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

KIMBERLY S. FICKEITZ
Acting Director

June 3, 2005

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(873) 504-6200

[Redacted]
Turnerville, NJ [Redacted]

Re: Ford Motor Company
File No.: [Redacted]

Dear Sir/Madam:

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
Supervisor
Consumer Service Center

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6/28/05

March 22, 2005

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

To Whom It May Concern:

I am attaching a copy of a letter dated February 18, 2005 to which I have had no reply.

The letter is requesting your investigation of a possible manufacturing defect that has caused over \$800 worth of damages to a newly purchased 2005 Ford Explorer and compensation for required repairs. It would be appreciated if your engineers or the like review the photos and advise me of the outcome. Should you require copies of the previously forwarded photos or any other information, please let me know. I can be reached at the following address and/or Area Code [REDACTED]

Sincerely,

[REDACTED]
Turnersville, NJ [REDACTED]

- CC: (1) New Jersey Division of Consumer Affairs
(2) Mindy Holman, CEO, 7411 Maple Avenue, Pennsauken, NJ
08109
(3) Tom Murphy, GM, 1301 Rte 73N, Mt Laurel, NJ 08054

February 18, 2005

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, Michigan 48121

To Whom It May Concern:

I have driven and enjoyed driving a Ford vehicle for many years and purchased my last two, a new 1994 showroom floor Conversion Van (cost over \$30,000) and a new 1997 Expedition (cost over \$42,000), from the same dealership, Rice & Holman in Mt Laurel, New Jersey. My initial purchase experience and especially the service experience with the then service advisor "Mr. Adler" led me to continue patronizing Rice & Holman. However, my disappointment and disgust with a defect in a 2005 Ford Explore leaves me questioning **"Is the Ford built for the road ahead?"**

My daughter, [REDACTED], a Specialist in the Army had returned from Operation Freedom in IRAQ, after serving 12 months, for a 2 week stay on January 13th and desired to purchase a new vehicle. I suggested she purchase a Ford from Rice & Holman in our Turnersville, New Jersey area. On the 14th of January she made her 1st purchase of a new 2005 Ford Explorer at a cost of \$33,713 excluding taxes. (Exhibit A) This vehicle driven around the Tri-state area (PA, NJ and DE), seemed to be the ideal vehicle allowing my daughter to visit with family and friends. Time passed quickly and the time had come for [REDACTED] to return to her base station in Ft. Story, Virginia. Loading the rear of the vehicle it was noticed that the "tail pipe" had burned the left side of the bumper. (Exhibit B) One mechanics assessment (not affiliated with Rice & Holman) indicated "the tail pipe was too flexible". Immediately this less than 2 week old vehicle was taken back to Rice & Holman for an investigation of this flaw.

The vehicle was looked at by the service personnel and your Service Manager - Mr. Bob Shoemaker who reported their findings to my daughter as "the vehicle went over something or was backed into something that pushed the tail pipe up". Their final conclusion was that it was not a malfunction but rather a driver error. Totally disgusted and surprised that Rice & Holman were not accountable for this flaw I discussed this again with the Service Manager, Bob Shoemaker on the 29th of January. Mr Shoemaker who expressed sincerity in willing to determine where the accountability fell, shared that he would have his Zone Representative take a look at the photos (vehicle now parked at Army facility in Ft. Story) for further assessment. On February 9th I was informed that the Zone Representatives assessment, was that the damage was not caused by a flaw in the flexible tail pipe. Questioning Mr. Shoemaker on the Zone Representatives qualifications I was told that this individual has significant years of service but he is **not an Engineer**.

Not being satisfied with this final assessment, as this 2005 Ford Explorers SUV all terrain has the capability to be driven through rugged countryside etc. and the flexible tail pipe should not have

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Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
Dearborn, Michigan 48121

easily flexed up into the bumper causes me to write you. I have felt and still feel that the damage was caused by a defect in the vehicles flexible tail pipe and therefore I am asking that a qualified engineer view the enclosed photos (Exhibits B, C, D, E, F) to determine the feasibility of a manufacturing defect that would have generated such damage that carries an approximate repair cost of \$900 and additionally I am asking that such repairs be compensated for.

Sincerely,


Turnersville, New Jersey 

cc: Tom Murphy
General Manager, 1301 Rte 73N, Mt Laurel, NJ 08054 (Copy of Exhibit B only)

Ms. Mindy Holman
CEO - Corporate Office
7411 Maple Avenue, Pennsauken, NJ 08109 (Copy of Exhibit B only)

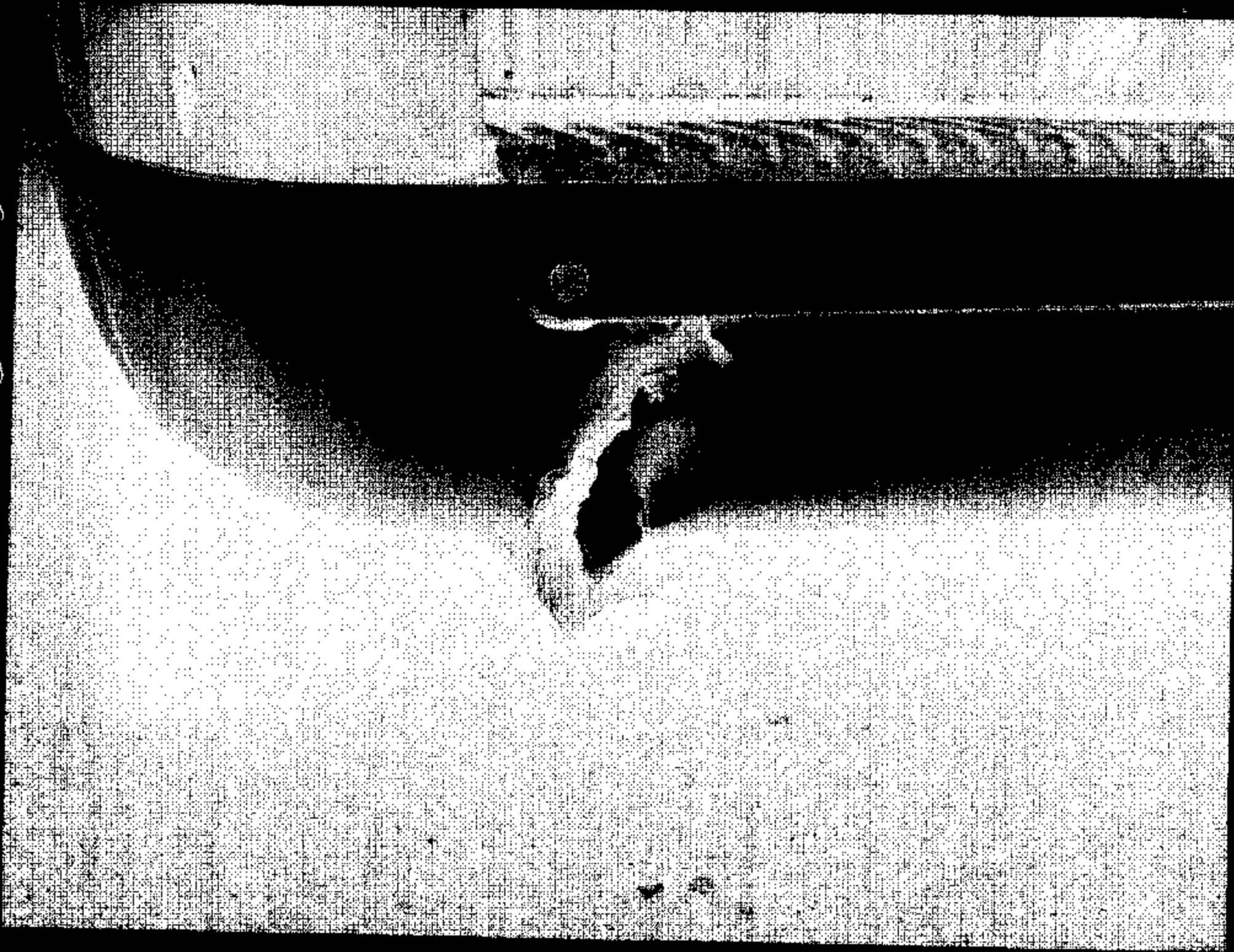
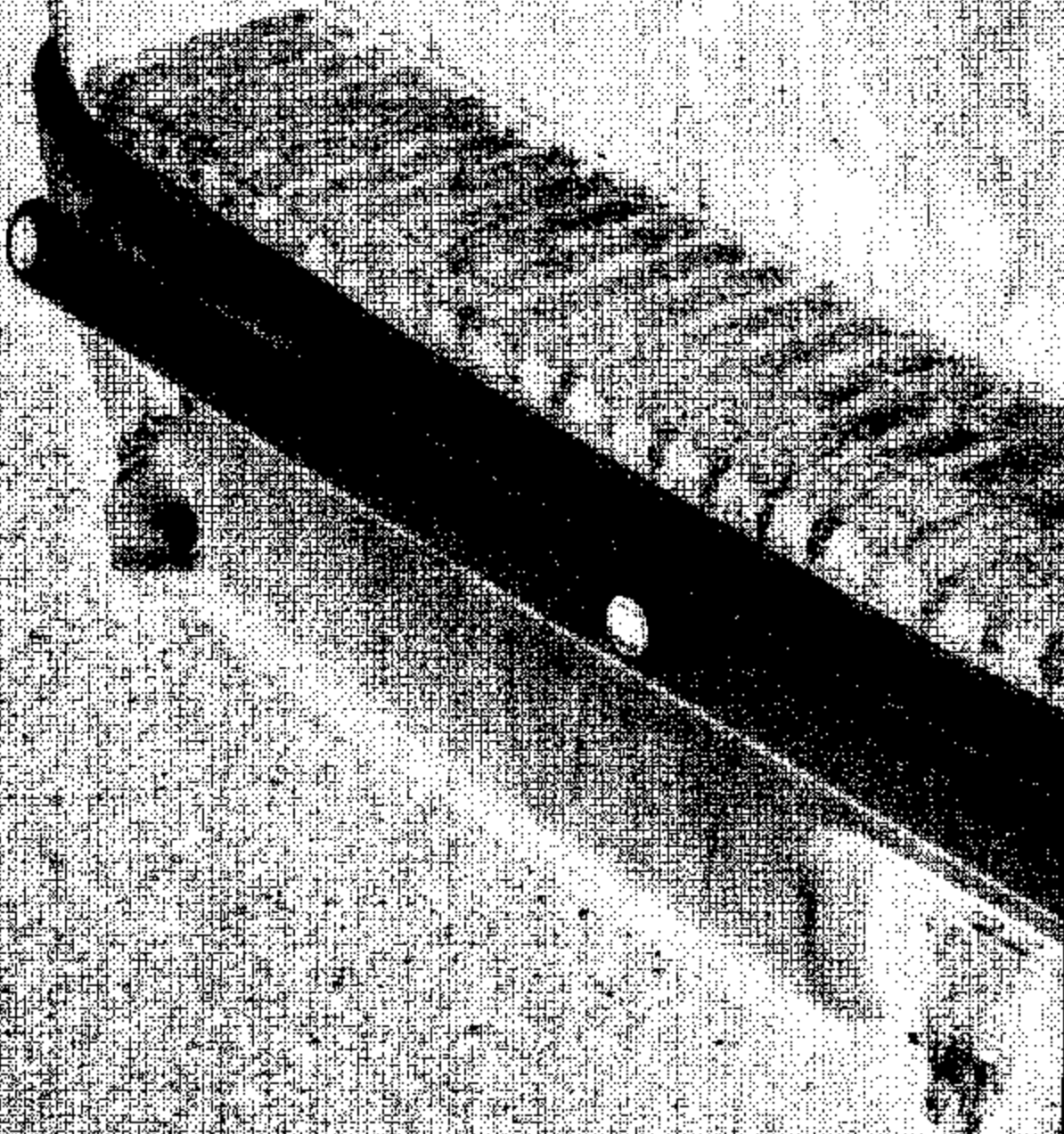


EXHIBIT B

CATHERINE MURPHY

EXHIBIT C

CHARLY MURPHY



Ford



EXPLODER

EXHIBIT D

CATRINA MURPHY



EXHIBIT E
LARRY MAEDRY

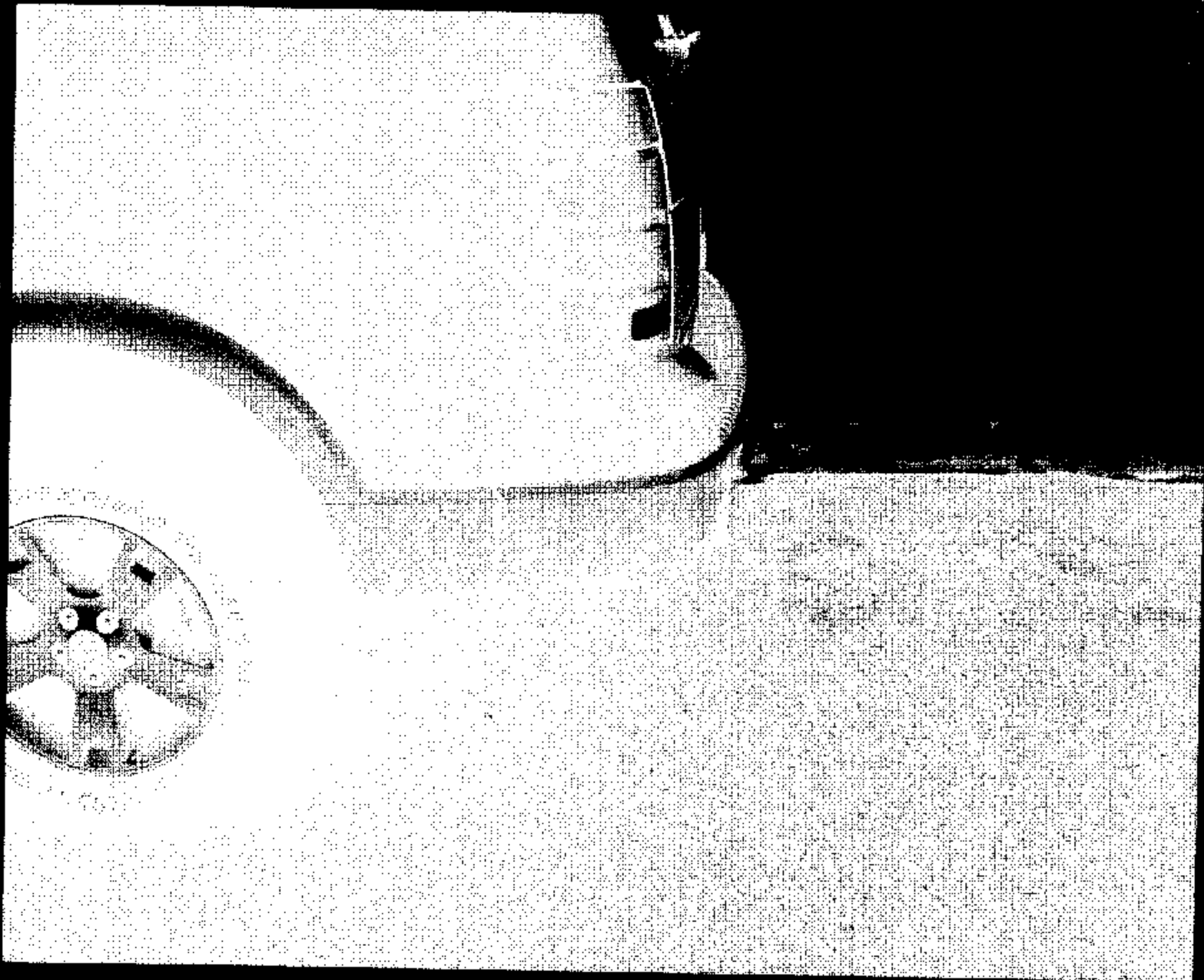




EXHIBIT F

LATRAYL MURPHY

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).