



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. FROST
Director

Mailng Address:
P.O. Box 48026
Newark, NJ 07101
(973) 504-8200

10143227

October 27, 2005

[Redacted]
Newton, 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

PDP:aro
CSC11B.frm

Kim Frost
11/16/05



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Acting Governor

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Division of Consumer Affairs
Consumer Service & Intake Center
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PETER C. HARVEY
Attorney General

KIMBERLY S. RICKETS
Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

August 19, 2005

[Redacted]
Newton NJ [Redacted]

Re: Ford Motor Company
File No: [Redacted]

Dear [Redacted]

We have received your letter dated July 22, 2005. In order to assess/understand and process your complaint, we need the following additional information:

Copies of:

- _____ Full name and address of company involved and all complaint related documents.
- _____ Purchase receipt(s) _____ Delivery receipt(s)
- X Warranty or guarantee _____ Contract
- X Other: Please send copies of all related documents.

Please include your telephone number and respond within seven days.

[Redacted]

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervisor
Consumer Service Center

I don't have the Warranty now or any other documents - I mailed July 22, 2005. To description of our problems.

I also mailed you 2 letters June 30, 2005 July 22, 2005

PP/am
CSC2.Frm



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



PETER C. HAWK
Attorney General

KIMBERLY S. FIORI
Director

August 19, 2005

Mailing Address
P.O. Box 480
Newark, NJ 07
(973) 504-8200

[Redacted]
Newton NJ 07860

Re: Ford Motor Company
File No: [Redacted]

Dear [Redacted]

We have received your letter dated July 22, 2005. In order to assess/understand and process your complaint, we need the following additional information:

Copies of:

- _____ Full name and address of company involved and all complaint related documents.
- _____ Purchase receipt(s) _____ Delivery receipt(s)
- X Warranty or guarantee _____ Contract
- X Other: Please send copies of all related documents.

Please include your telephone number and respond within seven days. [Redacted]

[Redacted]

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervisor
Consumer Service Center

I don't have the Warranty now or any other documents - I mailed July 23, 2005. Re description of our problems.

I also mailed you 2 letters June 30, 2005 July 22, 2005

PP/SM
CSC2.FRM



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PETER C. HARVEY
Attorney General

KIMBERLY S. FICKITTS
Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(873) 504-8200

August 19, 2005

[Redacted]
Newton NJ [Redacted]

Re: Ford Motor Company
File [Redacted]

Dear [Redacted]

We have received your letter dated July 22, 2005. In order to assess/understand and process your complaint, we need the following additional information:

Copies of:

- _____ Full name and address of company involved and all complaint related documents.
- _____ Purchase receipt(s) _____ Delivery receipt(s)
- X Warranty or guarantee _____ Contract
- X Other: Please send copies of all related documents.

Please include your telephone number and respond within seven days.

[Redacted]

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

PP/am
CSC2.FTM

BUCK SLIP

Area _____ Complaint # 05
Date rec'd 7-6-05 How rec'd 01
Investigator # _____ Status # _____
Product Service 645 ✓
Nature of Complaint 675 ✓
Disposition _____
Explanation _____
Is there a CALA? Yes _____ No _____
Date read 7-29-05 By JF
Date of Data Entry _____ By _____
Add'l Remarks _____

(7/99)

*Needs Warranty
needs letter
probably no
jurisdiction*

June 30, 2005

Dear Sir:

I have a 2000 Grand
Marquis Mercury and only had
17 thousand Miles on this car & had
to have the Brakes Relined & Rear
Rotors replaced. The labor was 446.20.

I called the Ford Motor Company
in Dearborn, Michigan & they couldn't
help us, I think they are wrong.

Also, to keep a customer they
should be concerned with
this huge problem.

Hoping to hear from
you soon.

Sincerely,

[REDACTED]
[REDACTED]
Newton, N.J. [REDACTED]



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Consumer Service & Intake Center
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PETER C. HARTY
Attorney General

KENNETH S. FICK
Director

Mailing Address
P.O. Box 450
Newark, NJ 07
(973) 604-6300

July 15, 2005

[Redacted]
Newton NJ [Redacted]

Re: Ford Motor Company
File No: [Redacted]

Dear [Redacted]

We have received your letter dated June 30, 2005. In order to assess/understand and process your complaint, we need the following additional information:

Copies of:

- _____ Full name and address of company involved and all complaint related documents.
- _____ Purchase receipt(s) _____ Delivery receipt(s)
- _____ Warranty or guarantee _____ Contract
- Other: Please send a better description of your problem and copies of all related documents.

Please include your telephone number and respond within seven days.

[Redacted]

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center



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Attorney General

KIMBERLY S. RICKETTS
Director

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

July 15, 2005

[Redacted]

Newton NJ 07860

Re: Ford Motor Company
File No: [Redacted]

Dear [Redacted]

We have received your letter dated June 30, 2005.
In order to assess/understand and process your complaint, we need
the following additional information:

Copies of:

- _____ Full name and address of company involved and all complaint related documents.
- _____ Purchase receipt(s) _____ Delivery receipt(s)
- _____ Warranty or guarantee _____ Contract
- X Other: Please send a better description of your problem and copies of all related documents.

Please include your telephone number and respond within seven days.

[Redacted]

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

PP/sm
CSC2.Frm

**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).**