



**STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL**

120 Broadway, New York, NY 10271

ELLIOT SPTZER
Attorney General

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

212-416-8294

February 8, 2006

Briarwood, NY

Our File Number [REDACTED]
Company: Ford Motor Company

Deed

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**

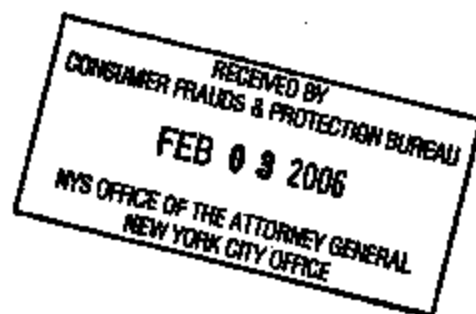
cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

Margaret
2/22/06

C [REDACTED]
[REDACTED]
Briarwood, NY [REDACTED]

January 9, 2006

14
Ford Motor Company
Customer Relations Center
P.O. Box 6248
Dearborn, Michigan 48126
RE: Complaint: Ford Explorer



Dear Sir/ Madam,

During the last week of December 2005, I noticed a straight crack on the small flap of the back window. I immediately called the service center. I spoke with the service manager Gerald Babcock and he told me that this "occasionally happens" and that Ford will pay for the repair the first 3 years or up to 36,000 miles. I told him this is not fair. I have my car for 4 years and purchased the extended warranty. He then said, "Bring it in and let me see what I can do for you". I scheduled an appointment for December 27, 2005.

Once I arrived on December 27th, Mr. Jose Marin (front desk representative) took my information and Mr. Babcock was right next to him and I told Mr. Martin about this crack and that I should see Mr. Babcock. I was not even acknowledged. Mr. Martin could not help me and the only thing I had done was the regular maintenance and inspection that day.

I do not understand why this can not be fixed. How come there is no recall. This is a malfunction/defect. If this occasionally happens then a recall should have been processed. This means that Ford is fully aware of the current damage. Many people can get hurt. I am on a mission to find other Ford Explorer owners which I have already found another owner with the same make and year with the same problem. I have his name, address and phone # if needed. I am writing this letter jointly with him.

I am requesting an investigation and want my car to be repaired because this is not my fault. I will not accept *occasionally happens*. This should NOT happen. I am not sure why the flap of the window cracked. I was not in an accident either. I do not know why.

Ford Explorer Vin # 1FMZU73E12ZA26807 SEE ATTACH PICTURES

Await your response.
[REDACTED]

CC: Better Business Bureau
Eliot Spitzer, NYS Office of the Attorney General

New York State Office of the Attorney General
Eliot Spitzer
Consumer Protection Bureau
120 Broadway, 3rd floor
New York, New York 10271
(212) 416-8345 (phone)
(212) 416-8787 (fax)

CONSUMER
COMPLAINT FORM

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 [REDACTED]		HOME PHONE [REDACTED]	
STREET ADDRESS [REDACTED]		BUSINESS PHONE —	
CITY/TOWN Briarwood	COUNTY Queens	STATE NY	ZIP [REDACTED]
COMPLAINT			

NAME OF SELLER OR PROVIDER OF SERVICES FORD		NAME OF OTHER SELLER OR PROVIDER OF SERVICES —	
STREET ADDRESS [REDACTED]		STREET ADDRESS	
CITY/TOWN Corona	STATE ZIP NY [REDACTED]	CITY/TOWN 11368	STATE ZIP NY
TELEPHONE NUMBER [REDACTED]		TELEPHONE NUMBER	
DATE OF TRANSACTION 12/27/05	COST OF PRODUCT OR SERVICE \$ —	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☐ Credit ☐ Card Other ☐	
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) car.			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 12/27/05		PERSON CONTACTED Gerald Babcock	JOB TITLE Service Mgr

☐ By Mail ☒ By Telephone ☒ In Person	
NATURE OF RESPONSE <i>no acknowledgement</i>	DATE OF RESPONSE
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☒ Yes ☐ No <i>BBB</i>	
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No	
ADDITIONAL INFORMATION	
MANUFACTURER OF PRODUCT <i>Ford Explorer</i>	PRODUCT MODEL OR SERIAL NUMBER
ADDRESS <i>Customer Relationship CTR P.O. Box 6248 Dearborn, Michigan 48126</i>	WARRANTY EXPIRATION DATE <i>5/2006</i>
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No	

BRIEFLY DESCRIBE YOUR COMPLAINT

*See attach*WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

WHO REFERRED YOU TO THIS OFFICE?

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, cancelled 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: _____

Date: _____

**Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor**

New York, NY



