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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

212-416-8294

February 21, 2006

[REDACTED]
[REDACTED]
Yonkers, NY [REDACTED]

Our File Number: 2006-537186
Company: 2003 Expedition

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

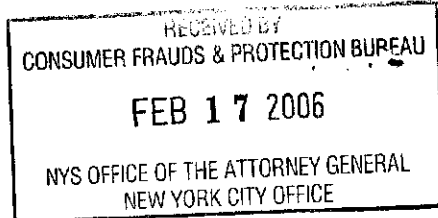
Tom Cooper
Cathy Shaw
3/6/06

2006 MAR - 1 PM 2:10

02/08/06

To: Claudette Cabrera

From: [REDACTED]



Re: 2003 Expedition

As per our conversation on 02/01/06 I went to the Quality Ford dealership in a effort to rectify my concerns for my safety as well as others on the road concerning the electrical problem caused by massive amounts of water that leaked into my vehicle causing the headlights to fail on four (4) different times while I was driving at night putting me in complete darkness and imminent danger. As well as rust on the seat brackets caused by the water leaks and doors rattling .I was told they would only give me \$15,000 on my vehicle that I paid \$37,500 for three years ago. The retail on this truck is \$25,500 according Kelly blue book. Needless to say I walked out of the dealership. I have been more than patient and tried everything in my power to rectify the problem, but Ford continues to not be accommodating or concerned.

I asked you to put in writing to me what Ford was going to offer for compensation for my vehicle being in the shop for 14 weeks ,the stress and aggravation time and money out of pocket that I paid on the car loan and insurance on this vehicle.

When I went to pick up my truck it had body damage again and had to be sent to the auto body shop. So again I was without my vehicle.

At that time you offered a "goodwill jesture"of one (1) months car payment, to which I thought was completely ludicrous .

That was the sixth (6th) time not fourth (4th) Ford tried to fix the water leak. You had stated everything was fixed and the car was safe to drive.

Upon me picking up the vehicle 02/07/06 that I dropped off 01/03/06

I was told by Ed Croche that he drove the vehicle once (1) at night and the lights worked. I asked if the electrical system was looked at and he replied "no if I can't duplicate the problem, I can't put a mechanic on it". I find this appalling and a blatant disregard of my safety as well as my passengers and others on the road. For Ford to know the amount of water that leaked into that vehicle and threw the dashboard, and admit there was a body seal problem with the vehicle and was told about the headlights going out and not even take a look at the system is completely negligent. I took video of the water leaking in the vehicle and have witnesses to the numerous leaks and headlight issues.

At the very least Ford should have change the carpet again(due to leak was not fixed on the fifth (5th) attempt ,the headliner and the damaged seats addressed the electrical problem head on and paid the out of pocket expenses and offered an extended warranty. That is at the very least that should have been offered.

What would have been the right and safe thing to do was either return my money or put me in a new vehicle.

After all this time and problems Quality Ford only offers me \$15,000 .That is repulsive. I noticed Ford is spending millions of dollars in advertising to "reclaim America's roads" Yet they are refusing to stand by their product and have a blatant disregard for customer's safety. Then they wonder why people do not by American cars.

Perhaps you and Ford think a law suit would be cheaper then doing the right thing and standing by your product

I called and left you a message yesterday and still have not heard from you.

I can be reached at [REDACTED] or [REDACTED].

Sincerely, [REDACTED]

Cc Mr.Wright
Cc Board of Directors
Cc Corporate Officers
Cc William c Ford Jr
Cc Customer Services President Cisco & Darryl Hazel
Cc Attorney General Office
Cc Consumer affairs
Cc BBB