

George E. Pataki
Governor

Fernando A. Santiago
Chairperson and Executive Director



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State of New York
EXECUTIVE DEPARTMENT
STATE CONSUMER PROTECTION BOARD

5 Empire State Plaza, Suite 2101 Albany, New York 12223-1550
Tel: (800) NYS-1220 or (518) 474-8683 Fax: (518) 488-3838
<http://www.nysconsumer.gov>

101562

March 27, 2006

Ford Motor Company*
Ford Customer Service Division
Extended Service Plan Dept.
PO Box 6045
Dearborn, MI 48124

File No.: [Redacted]
Re: [Redacted]

Dear Sir/Madam:

The New York State Consumer Protection Board (CPB) has received a complaint from the above referenced consumer.

The CPB is involved in a broad array of consumer issues. It conducts consumer investigations, research and analysis, develops consumer education programs and responds to individual consumer complaints by working to settle disputes through voluntary agreements.

The CPB works hard to help consumers resolve their complaints as quickly and as efficiently as possible. In an effort to meet that goal, please review the enclosed information and provide us with your comments as well as copies of any correspondence which leads to an acceptable resolution of the dispute.

Thank you for your attention to this matter. When contacting us, please reference the file number noted above.

Sincerely,
[Redacted Signature]

cc: [Redacted]
Hogansburg, NY [Redacted]

NHTSA Headquarters
400 Seventh Street NW
Washington, DC 20590

*NAR
act
4/20/06*

Attn: [Redacted]

NEW YORK STATE CONSUMER PROTECTION BOARD

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RECEIVED

New York State Consumer Protection Board
Consumer Assistance Unit
5 Empire State Plaza - Suite 2101
Albany, New York 12223-1556
Phone: 1-800-697-1220 or (518) 474-8583
Fax: (518) 486-3936
www.nysconsumer.gov

Consumer Complaint Form

Before You Begin

Be sure you have made a sincere effort to settle your complaint directly with the company. Contact the owner, manager, or someone else in the company in a position of authority.

Complaints already the subject of a lawsuit or other legal process are not handled by the CPB.

Please be sure that your statement is complete and factual, but as brief as possible. Remember, we will attempt to help you and the company reach a satisfactory settlement, but we cannot force an adjustment. (You should be aware that the company will receive a copy of this complaint.)

Consumer Information

The CPB may need to contact you if there is missing or incomplete information on this form, and to notify you of any further action taken.

Please be sure to provide us with a way to reach you during regular business hours.

Title: Mr. Ms. Mrs.

Last Name: [Redacted]

First Name: [Redacted]

Address: [Redacted]

City: Hogansburg

State: New York

Zip Code: [Redacted]

Phone Number (day): [Redacted] Extension: _____

Phone Number (eve.): [Redacted] Fax Number: _____

E-mail: [Redacted]

Company Complaining Against:

Company Name: FORD MOTOR COMPANY
Company Representative/Salesperson & Title: Customer Relationship Center
Address: P.O. Box 6248
City: Dearborn
State: MI
Zip Code: 48126 Phone Number: _____

Complaint Information:

You *MUST* enter a description of the complaint (attach additional pages for the description of the complaint if necessary).

Description of Complaint: defective ball-joints, possibly because of no grease fitting on balljoints to do normal maintenance lube.
(see letter attached)

Date problem first occurred: 02-02-06

Date (s) you complained to Company: 02-13-06

To Whom: Ford Motor Co., Customer Relationship Ctr.

Cost and Name of Product or Service involved:

repair cost [redacted], repair completed by Ford dealership

Brand Name or Manufacturer: (see repair receipt attached)

Model Name or Number: _____

Date Purchased: _____

Order, Contract, Acct. or Policy #: _____

Payment Information:

Have you already paid for the product or service? (Circle One) Yes No Partial Purchase

Amount in Dispute: _____

Method of Payment: Cash Check Credit Card Money Order (Circle One)

What settlement would you consider fair? Provide replacement Refund Other (Circle One)

Description of requested settlement:

refund of repair costs of [REDACTED]

Have you contacted any other government agency to assist in resolving this complaint?

Yes No (Circle One) If yes, explain below.....

Agency contacted: See letter attached to Ford

Agency contact person CC: do my representatives

Address: to NYS Attorney General

Explanation of assistance provided: _____

Please remember to include supporting documentation (i.e. receipts, warranties, bills, etc.) with your response via fax or mail. Thank You.

(COPY)

[Redacted]
Hogansburg, NY [Redacted]

February 13, 2006

Ford Motor Company
Customer Relationship Center
P. O. Box 6248
Dearborn, MI 48126

I recently had a traumatic experience with my 2001 Ford Crown Vic, which I purchased new in October of 2001. I was driving when the front end of the car dropped to the pavement, on the 2nd of February. The left side ball-joint gave out and gave me quite a shock and I can't imagine what my 89 year old cousin (Beulah Lazore) must have felt, beside being noticeably shook up. I have had cars with over 100,000 miles on them and have never had this happen. I have only 60,000 miles on this car. I've had my car repaired at C & M Ford, Massena NY, where I have always had good service. The repairs were completed on February 13th and the cost was \$407.10. I really think this is a safety issue that needs to be looked at before there are more serious accidents and loss of life, if it has not already happened.

This clearly has to be some sort of defect which should not happen to a vehicle with 60,000 miles on it, and I am requesting reimbursement for my repair of [Redacted]

I later learned from a friend that the same thing had happened to him, and he tells me that he believes the reason for this happening is because Ford had did away with the grease fitting on ball-joints. That this is a major part needing normal maintenance lube at the same time oil changes are done. This is a little scary. I'm going to be trading soon and when I look around for a new car do I need to ask if there is a grease fitting there or has all car manufacturers done away with the grease fittings on ball-joints?

Signed, a nervous Ford Family Member.

[Redacted]

[Redacted]

- Cc: NYS Sen. Elizabeth OC. Little
- NYS Assemblyman G. Christian Ortloff
- NYS Attorney General Eliot Spitzer
- US Sen. Charles R. Schumer
- US Sen. Hillary Rodham Clinton
- US Rep. John M. McHugh

**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).**