

NV 000

Lisa Madigan
Attorney General
State of Illinois
100 west Randolph Street
Chicago, IL 60601
Atten: Dalores Rodman

2006 AUG 15

[Redacted]
Markham, IL
[Redacted]

R E: Napleton Lincoln Mercury
File No. 2006-Consc-00158907
August 16th, 2006

001 2- 2006

1017062

Dear [Redacted]

Enclose you will find copies of bills and dates of repairs that was performed by Napleton Lincoln Mercury and the cost and charges, invoice# 151691. On January 31st, 2006, I, Alvando Dean Sr., took my vehicle into Napleton Lincoln Mercury for service. I informed them that my check engine light was on. The invoice shows that Napleton Lincoln Mercury fixed the problem by replacing the damaged parts with ford parts. These ford parts are covered by a 12 months or 12,000 miles ford warranty. I paid Napleton Lincoln Mercury \$456.12 for the service to my vehicle.

On May 9th, 2006, I received a card in the mail stating that my vehicle maybe involved in a safety recall. Mr. John Ray, who is employed with the Napleton Lincoln Mercury told me to bring my vehicle in on June 8th, 2006. So, I returned on June 8th, 2006, to Napleton Lincoln Mercury with my vehicle that was previously serviced, with the same problem, the check engine light was on. Napleton Lincoln Mercury charged me \$294.25 to repair this problem again. This work was performed less then six months ago and less then 12,000 miles. Which indicates the ford warranty was still valid at the time of service.

After receiving a letter from a Mr. John Haseman, I notice he stated that the recall was for parts that would be covered by the Ford Service Part Warranty. However, if you would direct your attention to an invoice that is dated January 31st, 2006, you will notice that it is for a check engine light and that Mr. John Haseman is wrong.

I am including copies of the recall letter and a copy of Napleton Lincoln Mercury recall card. In the recall letter, Ford Company states that if I have paid for the recall to be fix, send them the repair bill and the will send me a refund. Ms. Dalores Rodman, here are the list of repairs that have been performed on my vehicle and have been recalled:

Air Spring Rear Suspension (ford parts).....	\$393.39	
Idler and Pitman Arm Replace (ford parts).....	\$247.46	
Check Engine Light (ford parts).....	\$456.12	
Total cost.....	1,096.97	ReFunds

Sincerely

[Redacted Signature]

NAR
all
10/3/06

Our records indicate that your vehicle may be involved in a Safety Recall.

Please phone our Service Department at: 800-641-0902 to find out if your Lincoln or Mercury vehicle is involved. Schedule your reservation today. Any recall repair will be made at no cost to you.

Napleton Lincoln/Mercury is authorized to make this repair to your vehicle, regardless of where you purchased it. We service all makes and models.

For your inconvenience during this process, we would like to offer you a complimentary spring check-up!

MR. JOHN RAY
5. Thursday 2006



LINCOLN MERCURY

Thank You!

Don't delay! Call today for a reservation:

800-641-0902

1777 River Oaks Drive • Calumet City, IL 60409

Vehicle: Recalls

Owner Letter

August, 1996

Serial Number: 12345678901234567 96S45

Mr. John Sample
123 Main Street
Anywhere, USA 12345

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1995-1996 model Crown Victoria and Lincoln Town Car vehicles specially equipped for extra heavy duty vocational applications. The Crown Victoria vehicles include Police Interceptor models and units for commercial applications. The Town Car vehicles include units equipped with optional limousine builder package and trailer tow packages.

Safety Defect

On some of these cars, a bearing in the pitman arm of the steering system may become excessively worn allowing the pitman arm to separate from the center link of the steering system without warning. Should separation occur, the driver would likely experience loss of steering control of the vehicle. A vehicle crash could result.

Repairs

At no charge to you, your dealer will inspect, lubricate and, if appropriate, replace the pitman arm. Dealers currently have instructions and parts ordering information. After this service, be sure to follow the recommended lubrication schedule outlined in your vehicle's Maintenance Schedule booklet.

How Long Will It Take?

The time needed for this service is less than one hour. However, due to service scheduling times, your dealer may need your vehicle for a longer period.

What To Do

Bring your car to your dealer without delay and request an appointment for service for Safety Recall 96S45. Dealers have instructions and ordering information for parts. If parts are needed for your vehicle and your dealer does not have the parts in stock, they can be ordered and would normally arrive within a week.

When you bring your car in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work, free of charge.

Changed Address Or Sold The Car?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the car.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 300 Renaissance Center, P.O. Box 43360, Detroit, Michigan 48243. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D.C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built car.

Vehicle: Recalls
Owner Letter - 1995 and Forward Vehicles



A.R. Kaduk
Manager
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

December, 1998

Serial Number: 12345678901234567 98S37

Mr. John Sample
123 Main Street
Anywhere, USA 12345

1995 And Forward Vehicles

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in certain 1995 through 1999 Ford Crown Victoria and Lincoln Town Cars.

SAFETY DEFECT

The front suspension lower control arm ball joint may wear and subsequently separate. If a ball joint ~~separates~~ separate partial steering control may be lost potentially resulting in a collision.

At no charge to you, your dealer will replace both lower control arm ball joints.

HOW LONG WILL IT TAKE?

The time needed for this service is less than one-half day. However, due to service scheduling times, your dealer may need your vehicle for a longer period. Please call your dealer for a service date.

CALL YOUR DEALER

Call your dealer without delay. Ask for a service date and whether parts are in stock for Safety Recall 98S37.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

At the time of repair, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

REFUNDS

If you paid to have the front suspension lower control arm ball joints replaced **before** the date of this letter, Ford is offering a full refund. You will still need to have the ball joint service offered by this recall performed on your vehicle. For the refund, please show your paid original receipt to your Ford or Lincoln/Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

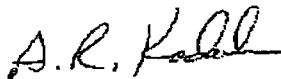
CHANGED ADDRESS OR SOLD THE VEHICLE?

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

If the dealer doesn't make the repair promptly and without charge, you may contact the Ford Customer Assistance Center, 16800 Executive Plaza Drive, P.O. Box 6248, Dearborn, Michigan 48121. You also may send a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline 1-800-424-9393 (Washington, D. C. area residents may call 366-0123).

We regret the inconvenience this service may cause you, but we want you to have the work done for your safety and satisfaction with your Ford-built product.

Sincerely,



A.R. Kaduk
Manager
Vehicle Service and Programs

SAFETY RECALL
98S37



LISA MADIGAN

Illinois Attorney General
 Consumer Fraud Bureau
 100 West Randolph Street, 12th Floor
 Chicago, IL 60601
 312-814-3000
 1-800-386-5438 (Toll free in IL)
 TTY: 1-800-964-3013
www.IllinoisAttorneyGeneral.gov

Office Use Only

CLMS: _____
 AG: _____

YOUR INFORMATION: NAME OF SELLER OR PROVIDER OF SERVICE

Name: (Mr., Mrs., Ms. (circle one))
 [Redacted]
 Address: [Redacted]
Markham, IL [Redacted] COOK
 City: State: Zip code: County:
 Your Telephone Number:
 Daytime [Redacted]
 Evening [Redacted]
 Your e-mail address (optional): NONE
 Are you a senior citizen?
 Yes No
 Who referred you to this office?

Name:
NAPLTON-LINCOLN-MERCURY
 Address:
1777 RIVER OAKS DRIVE
 City: State: Zip code:
Calumet City IL 60409
 Telephone (800) 641-0902
 Website: 708-891-5400
 Additional seller or provider of service involved in transaction:
 Name: John
 Address: 1777 River Oaks Drive
 City: State: Zip code:
CALUMET CITY IL 60409
 Telephone (708) 891-5400
 Website:

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes No
 If yes, please give name, address, telephone number # Administrator, National Highway Traffic Safety Administration
 Is court action pending? Yes No 400 Seventh Street, S.W., Washington, D.C. 20590

INFORMATION ABOUT THE TRANSACTION

Date of Transaction: JUNE 8, 2006 Did you sign a contract? Yes No Date contract was signed: Nov. 18, 2005
 (If yes, please attach a copy) JAN. 3 6 2006 / Apr. 04, 2006 / June 8, 2006

Was the product or service advertised? Yes No When? (Please attach a copy of the advertisement, if available)
(Vehicle Recalls owner letter and card)

- How was the service advertised?
- Newspaper/magazine
 - Radio advertisement
 - Television advertisement
 - Internet advertisement
 - E-mail solicitation
 - Direct mail solicitation
 - Telephone solicitation
 - Yellow pages of the telephone book
 - Facsimile solicitation
 - Door-to-door solicitation
 - Display at merchant's place of business
 - Display at a trade show/convention, etc.
 - Other _____

Total Cost of product/service: \$294.25 / 230.34 / 445.59 / 724.27
\$ 393.59
 Amount paid to date/down payment: \$1,694.47
 Method of payment (circle one) (Please attach a copy)
 Cash Money Order Credit Card Debit Card Bank Draft
 Wire Transfer Automatic Debit Other _____
 If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes No
 (Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- At the firm's place of business
- By facsimile
- Other (please specify) _____
- There was no transaction

Have you complained to the company or individual?

Yes No

If yes, provide name and phone number of the individual(s):

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make:	Model:	Year: 1995	New: Yes No	As-Is: Yes No
Warranty: Yes No	Name of Extended Warranty:	Purchase Date:	Current Mileage:	Mileage at Purchase:
Expiration Date:				

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. **Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS. (DISPUTE These Charges)**

On June 8, 2006, I [redacted] taken my 1995 Lincoln Town Car to dealer Napleton 1777 River Oaks Drive, Calumet City, IL 60409 Phone# 1-800-641-0902. I call service man John set up the date for me bring my car in. I had a Recall Notice and two Recall letters. (Napleton would not honor the Recall) My check engine lights come on again at the dealer June 8, 2006. John the service man said we will check it Mr. Dean. I told John the service man and show him invoice on January 31, 2006. Check engine light was on and Napleton charge me \$445.59 to fix the check engine light. My car was still covered by the 12 months-12,000 mile Ford warranty. SEE Bill dated 1/31/2006. NAPLETON - still charge me \$294.25 check engine light by put in less than a 1/2 quart of Anti-Freeze in cooling system. Before I could get my car. I gave Napleton a check for \$294.25, and call my bank to stop payment on that check. Napleton would not honor its 12,000 mile warranty. I call Ford motor company - SEE invoice dated 1/31/2006.

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces 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 the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature [redacted] Date: 7/19/2006

Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please return the completed form to the address at the top of this complaint form. Incomplete forms may be returned.





OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

August 15, 2006

[REDACTED]
[REDACTED]
Markham, IL [REDACTED]

RE: NAPLETON LINCOLN MERCURY
FILE NO: 2006-CONSC-00158907

Dear [REDACTED]

Enclosed please find a copy of the company's response to your complaint.

Please review this response and contact the undersigned **in writing** within **10 days** of your receipt of this letter with your comments. Direct all correspondence to the Consumer Protection Division, Office of the Attorney General, 100 W. Randolph Street Chicago, IL 60601. Refer to the above mentioned file on all correspondence. If we do not receive written communication from you within this time, we will subsequently close your file.

Thank you for bringing this matter to our attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Dolores Rodman

Dolores Rodman
Citizen's Advocate
Consumer Protection Division
(312) 814-3811

/cr



TELEPHONE (708) 891-5400
Indiana (219) 937-0603
www.riveroakslincoln.com
riveroakslm@prodigy.net

1777 RIVER OAKS DRIVE • CALUMET CITY, ILLINOIS 60409

ATTORNEY GENERAL'S
OFFICE

AUG 11 2006

CONSUMER FRAUD
• CHICAGO •

8/8/06

Re: [REDACTED] file# 2006-CONSC-00158907 , Dealer response

After review of the facts and [REDACTED] we wish to advise that no additional assistance will be provided. Napleton's River Oaks will honor any valid 12 month 12,000 mile Ford service part warranty on any new Ford parts that we have installed and will also honor any recall that may be issued in the future.

At this time there are no recalls on this vehicle and it appears that there has not been any recalls during the three service visits at this dealership. *see enclosed Ford OASIS printout* There have also been no repairs done that would be covered by the Ford 12/12 service part warranty.

This is a review of the actual facts involved with the service of 1995 Town Car SY627986

1. 11/17/05 complaint of no heat-replaced heater blend door actuator motor 97,574 miles
 2. 1/31/06 complaint of check engine light on-replaced defective PFE sensor and cleaned restricted exhaust gas ports, recommended several related maint. items that customer declined mileage was 101,448.
 3. 4/6/06 mileage 106,419 complaints shift light inop, horn weak, play in steering. Dealer replaced shift light bulb. Customer declined all other needed repairs including horns, lower ball joints, alignment and rear air suspension bags.
 4. 6/8/06 mileage 109,177 complaints air conditioner inop, check engine light on, customer requested suspension to be checked. Dealer performed diagnostic only no repairs, vehicle tested and had bad throttle position sensor and still needed rear air bags and other suspension repairs. Now also needs new air suspension compressor due to continued operation with leaking air bags
 5. In no instance does the Ford service part warranty come into play and the dealer never refused to honor any warranty or recall.
- If any further detail is needed please contact service director John Haseman at 708-891-5400

Thank You

John Haseman



Ford Motor Company Insurance Services

*****AUTO** 5-DIGIT 60426

Markham, IL



Reference Number: FIQ4CS

on average our
customers have **saved**
more than \$350* a year.

Dear [REDACTED]

We know you care about protecting your vehicle and everyone who rides inside it. That's why we created an auto insurance service tailored to your vehicle and your individual needs. Who better to design an insurance service than the people who built your vehicle?

Introducing the service that's revolutionizing the way you choose insurance – Ford Motor Company Insurance Services. **

When you call us, one of our insurance agents will help you select the coverage and rate that are just right for you. Or you can make the decisions yourself by quoting on-line at www.fordvip.com.

Our auto insurance customers have averaged more than \$350 a year in savings. Could you be next?

You don't have to be an auto insurance expert to get the insurance policy and rates you deserve. You just have to be a Ford Motor Company customer.

All it takes is one no-cost, no-obligation phone call or on-line quote to experience a new, more responsive approach to auto insurance – and to find out how much you may save.

Sincerely,

Terri Denhof
Ford Motor Company
Insurance Services

Call 1.877.367.3847
or visit www.fordvip.com

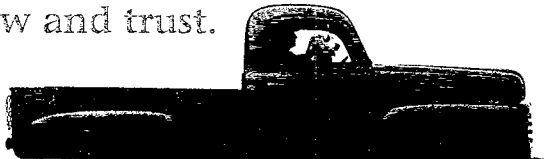
Make sure you have your current auto insurance policy and driver's license close by, for a faster, more accurate quote.

P.S. Now Ford Motor Company customers have an insurance service to call their own – a program that has delivered more than \$350 in average annual savings. Ready to see what it can do for you? Then give us a call or visit us on-line.

an auto insurance service from
people you already know and trust.

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FRDLE027

* Savings amounts are based upon premium comparison information provided by customers who purchased policies with Ford Motor Company Insurance Services. Not all customers will save on their insurance premium. Individual savings will vary. ** Ford Motor Company is not an insurance company or agent. Its subsidiary, American Road Services Company (ARSCO) and InLogic Corporation (InLogic), licensed insurance agencies, provide all information regarding available insurance products. Insurance products are provided by non-affiliated participating insurance companies. Not all customers will qualify for insurance. In California & Massachusetts, ARSCO does business as American Road Insurance Agency. InLogic does business in California as InLogic Marketing Services Company. P.O. Box 5177, Oak Ridge, TN 37831. Phone: 1.877.367.3847 Fax: 1.877.269.1492



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).