



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

October 4, 2006

[REDACTED]
Niskayuna, NY [REDACTED]

Our File Number: 2006-581314
Company: Ford Motor Company

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

Philip Gamma
Bureau of Consumer Frauds
And Protection

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

10/17/06

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)

RECEIVED BY CONSUMER FRAUDS & PROTECTION BUREAU
SEP 29 2006
NYS OFFICE OF THE ATTORNEY GENERAL NEW YORK CITY OFFICE

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 [REDACTED]	
CITY/TOWN Albany	COUNTY Albany	STATE NY	ZIP 12242
COMPLAINT			
NAME OF SELLER OR PROVIDER OF SERVICES JAMES M. [REDACTED]		NAME OF OTHER SELLER OR PROVIDER OF SERVICES JAMES M. [REDACTED]	
STREET ADDRESS JAMES M. [REDACTED]		STREET ADDRESS NY 12242	
CITY/TOWN Albany	STATE/ZIP Albany 12242	CITY/TOWN Albany	STATE/ZIP NY 12242

TELEPHONE NUMBER [REDACTED]		TELEPHONE NUMBER [REDACTED]	
DATE OF TRANSACTION 2/20/06, 5/15/06, 5/22/06 + 9/7/06	COST OF PRODUCT OR SERVICE \$ 4 REPAIRS TOTALING NEARLY \$1300 ⁰⁰	HOW PAID (Check those which apply) Cash ☐ Check ☒ Credit ☐ Card ☐ Other <u>Debit</u>	
DID YOU SIGN A CONTRACT? Repair Yes ☐ No ☒ INVOICE	WHERE DID YOU SIGN THE CONTRACT? Repair INVOICE	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) <u>AUTO REPAIR DEFECTS.</u> SPARK PLUG SHOT OUT OF CYLINDER HEAD FOR NO REASON. FORD HAS RECIEVED NUMEROUS COMPLAINTS OF A SIMILAR PROBLEM. THIS PROBLEM HAS CAUSED 3 VERY RARE REPAIRS IN A 6 MOS. PERIOD WITH MY VEHICLE. SEE ATTACHED SERIES OF EVENTS LETTER.			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL FORD E-MAIL - CRCF@ford.com By Mail ☒ By Telephone ☒ In Person ☒ CALLED FORD 9/14/06 (Melissa)		PERSON CONTACTED LATHAM FORD DAVE SULLIVAN	JOB TITLE SERVICE MGR.
NATURE OF RESPONSE ALL FORD DID WAS DOCUMENT THE CALL AND NOTHING ELSE. THE DEALER GAVE ME A DISCOUNT ON MY LAST REPAIR		DATE OF RESPONSE LATHAM FORD 9/7/06	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (IF "Yes," give name and address) Yes ☒ No ☐ Better Business Bureau			
IS COURT ACTION PENDING? (Please describe as necessary) Yes ☐ No ☒			
ADDITIONAL INFORMATION			
MANUFACTURER OF PRODUCT FORD MOTOR CO.		PRODUCT MODEL OR SERIAL NUMBER 2001 FORD ESCAPE VIN# 1FMYU0213 [REDACTED]	

ADDRESS <i>DEARBORN, MICHIGAN</i>	WARRANTY EXPIRATION DATE <i>11/04</i>
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No	

BRIEFLY DESCRIBE YOUR COMPLAINT

My vehicle has been through 3 repairs within a 6 month period for ignition coil assemblies. I am claiming an electrical defect has caused this issue. Even the Ford service manager agreed that it is nearly impossible for 3 coil assemblies to break down in that short of a time frame.

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

I would like some restitution for the nearly \$1300.00 in repairs that I feel were caused by a manufacturers defect.

WHO REFERRED YOU TO THIS OFFICE?

Internet & Reputation

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:

9/27/06

Dear Sir or Madam:

09/14/2006

I am enclosing my chief complaints in this letter. I will list in chronological order the repairs regarding my claim of electrical system defects that cost me repairs in excess of \$1250.00. My Ford Dealer is Latham Ford, Route 9R, Latham, NY 12110. The Service Manager is David Sullivan. I am seeking restitution for either all or some of the repairs as well as future safeguards against any more coil assembly repairs.

Invoice Date 2/20/2006, Invoice [REDACTED]

While driving the #4 spark plug shot out unexplicably of the cylinder head causing damage to the cylinder head as well as the ignition coil. Total of this invoice was \$483.13. Just a footnote, I researched a website called consumeraffairs.com noting numerous documented complaints about spark plugs inexplicably shooting out of the cylinder head in Ford Vehicles. I feel that this damage had caused an electrical defect leading to the future problems that I have experienced.

Invoice Date 5/15/2006, Invoice #FOCS123714:

My vehicle died on a busy thoroughfare and had to be towed to the dealer. The second ignition coil assembly went bad, this time on cylinder #1. The total of this repair was \$368.84. My complaint is that it is rare for two coil assemblies to go within this short of a timeframe. I would also like to be reimbursed for this repair.

Invoice Date 5/22/2006, Invoice #FOCS123907:

While driving on a very busy Route 7 at rush hour my vehicle just shut down at nearly 55 mph. The cause was my starter motor shorting out. I was nearly rear-ended as the cars behind me had to slam on the brakes due to the sudden slowdown of my vehicle. The vehicle was towed in to the dealer where after 2 days of diagnosing what caused my starter to short out a new starter motor was put in at a cost of \$399.06. Even after the mechanics put the new starter in they couldn't figure out why the starter motor wouldn't stop spinning. I understand that starters will go under normal wear and tear, but I had found it very odd that it would go while I was driving. Usually a starter will go when you first start it up or when it has been sitting idle.

Invoice Date 9/07/2006, Invoice #127569:

My engine was running rough again and low and behold the third coil assembly went. This time it was cylinder #2. Luckily the Service Manager did not charge me for the coil assembly repair and adjusted my invoice accordingly. After speaking to him though he did admit that it is absolutely unheard of that I went through 3 coil assemblies within a 6 month period. He also recommend that I complain to the Ford Motor Company to see if they could do anything. I called Ford and all they did was document my call. This repair could have been nearly \$475.00 but was knocked down to only \$136.83

I also feel that I should be safeguarded against any future coil assembly repairs as I still have 3 cylinders left. It seems that this electronic defect just keeps going through my ignition coil assemblies and at \$483.00 a pop I can't afford the repair. Overall I feel that I am entitled to \$1251.03 in repairs

Sincerely,

A black rectangular redaction box covering the signature area.

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).