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2007 JAN 17 AM 9:40

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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF PUBLIC ADVOCACY
BUREAU OF CONSUMER FRAUDS AND PROTECTION

January 11, 2007

[REDACTED]
[REDACTED]
Altamont, NY [REDACTED]

Our File Number: 2007-600794
Company: Ford Motor Company

Dear [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, 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/d

Philip Gamma
Bureau of Consumer Frauds
And Protection

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

aa
1/17/07
cc



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
(800) 771-RECEIVED BY (800) 788-9898
CONSUMER FRAUDS & PROTECTION BUREAU
state.ny.us

JAN 08 2007

NYS OFFICE OF THE ATTORNEY GENERAL
NEW YORK CITY OFFICE

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 TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED]	BUSINESS TELEPHONE NUMBER [REDACTED]
CITY/TOWN ALTAMONT	COUNTY ALBANY
STATE NY	ZIP [REDACTED]

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES FORD MOTOR COMPANY CONSUMER AFFAIRS		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
STREET ADDRESS P.O.B. 6248, MD-3NE-B		STREET ADDRESS	
CITY/TOWN DEARBORN,	STATE MI	ZIP 48126	CITY/TOWN STATE ZIP
TELEPHONE NUMBER 1 800 392 FORD		TELEPHONE NUMBER	
DATE OF TRANSACTION 1/3/07	COST OF PRODUCT OR SERVICE \$ 777.96	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☒ Credit Card ☐ Other	
DID YOU SIGN A CONTRACT? ☒ Yes ☐ No	WHERE DID YOU SIGN THE CONTRACT? WHEN I BOUGHT THE TRUCK NEW - NEW LEBANON, N.Y.	DATE SIGNED 9/04/03 PURCHASE DATE	
WAS PRODUCT OR SERVICE ADVERTISED? ☒ Yes ☐ No	WHERE WAS IT ADVERTISED? WARRANTY IS SHOWN IN THE OWNER'S MANUAL	DATE ADVERTISED	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) FAILURE TO HONOR NEW CAR WARRANTY			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 1/2 → 1/4/07 ☒ By Mail ☒ By Telephone ☐ In Person		PERSON CONTACTED SEE ATTACHED	JOB TITLE
NATURE OF RESPONSE REFUSED TO HONOR WARRANTY		DATE OF RESPONSE 1/2 & 1/3/07	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☐ Yes ☒ No			
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No			

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT FORD MOTOR COMPANY	PRODUCT MODEL OR SERIAL NUMBER 1FTYR15E84T [REDACTED]
ADDRESS P.O.B. 6248, MD-3NE-B, DEARBORN, MI 48126	WARRANTY EXPIRATION DATE 36,000 MILES or 9/06
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☒ No	

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

- ON 8/2/06 (35,338 MILES), PRIOR TO EXPIRATION OF WARRANTY, I INFORMED FORD THAT THERE WAS A BINDING/SEIZING PROBLEM WITH THE REAR BRAKES ON MY VEHICLE. FORD DID A CURSORY EXAMINATION (NO CLOSE INSPECTION) AND "COULD NOT REPRODUCE THE PROBLEM" THEREBY FAILING TO REPAIR IT.
- ON 12/31/06 (40,467 MILES) ^{AFTER WARRANTY EXPIRATION} THE REAR BRAKES SEIZED TO A POINT THAT THE VEHICLE WAS UN-DRIVABLE. THE VEHICLE WAS TOWED TO FORD AND A COMPLETE REAR BRAKE RE-BUILD WAS FOUND TO BE NECESSARY AT A COST OF [REDACTED]
- FORD WAS CONTACTED SO THAT THE REPAIR COST COULD BE COVERED SINCE THIS BRAKE FAILURE WAS DIRECTLY RELATED TO THE INITIAL COMPLAINT MADE PRIOR TO WARRANTY EXPIRATION. FORD REFUSED.

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

MONEY BACK [REDACTED]

WHO REFERRED YOU TO THIS OFFICE? INTERNET.

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled 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: [REDACTED]

Date:

1/4/07

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332

THANKS FOR LOOKING AT THIS; YOU'RE MY LAST HOPE FOR MAKING THIS RIGHT.

**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).**

* E-MAILS ARE ORIENTED LAST-TO-FIRST

THESE ARE THE E-MAILS I HAD TO/FROM FORD CUSTOMER SERVICE 1/2/07-1/4/07

[REDACTED] Destefanis
To: crcfmc@ford.com
Date: [REDACTED]
Subject: Re: Ford Motor Company

Good Morning Louie,

I know that my previous replies to you have been a bit glib and that you are not personally responsible for my situation.

But, put yourself in my shoes - I picked-up the truck last night - \$776.91 to completely rebuild the rear brakes on a commuter truck with 40,472 miles on it - and it's a problem that was made evident to Ford while the vehicle was under warranty - I've got the paper to prove it.

I'm just very disappointed with the whole thing.

Thank you.

[REDACTED]
[REDACTED]
Please send a letter to:

Ford Motor Company
Consumer Affairs
P.O. Box 6248, MD-3NE-B
Dearborn, MI 48126

Sincerely,
Louie
Customer Relationship Center
Ford Motor Company

Please visit our 24/7 on-line help service, www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

[THREAD ID:1-39TCKC]

-----Original Message-----

[REDACTED] Destefanis
To: [REDACTED]
Subject: Re: Ford Motor Company

Dear Louie,

Thank you for making my future truck-buying efforts a simpler process.

On another note, please provide me with the name and address of the Ford

contact person that is charged with the responsibility for addressing inquiries from a state's attorney general's office. I spoke with the New York State A. G.'s office this morning and they are familiar with cases such as mine. Happily, they actually specialize in consumer claims. All the lawyer needs is the Ford contact so that they commence their work.

Thank you.

Sincerely,

[REDACTED]

[REDACTED]

As previously communicated to you on 01/02/07, we feel that every consideration has been given to this matter, and it was appropriately addressed in our response. Based on the information you have provided, our decision remains the same.

Sincerely,
Louie
Customer Relationship Center
Ford Motor Company

Please visit our 24/7 on-line help service, www.customersaskford.com which contains answers to frequently asked questions and links to other key product and service information.

[THREAD ID:1-39TCKC]

-----Original Message-----

[REDACTED]

To:

Subject: Re: Ford Motor Company

Dear Louie,

At a time when Ford is in such dire straits one would think that loyal customers like me would be an asset to the company, an asset that Ford would wish to retain. However, given my recent experiences with Ford customer service it appears that I am mistaken.

Perhaps you all would like to take me by the hand, or better yet, rent us all a limousine and deposit me directly on the doorstep of the nearest Toyota dealership - a trip from which I am unlikely to ever return to Ford. By denying my reasonable request this is in effect what you have done.

Feel free to share my thoughts with your supervisor and co-workers.

Sincerely,

REQUEST
REFUSED
AGAIN
ON 1/3

Servicing Dealer: METRO FORD
Vehicle location: At the Dealership
Home Address: 100 VAN AUKEN LANE
City: ALTAMONT
State/Province: NEW YORK
Country: U.S.A
Questions: Good Morning,

I am a loyal Ford truck owner who is considering becoming a loyal Toyota truck owner. Please allow me to explain.

The rear brakes on my 2004 Ranger failed on Saturday night, 12/30/06 - when I arrived home from a shopping trip I noticed a tell-tale acrid brake smell coming from the rear of the truck. I jacked-up the rear and found the right wheel would not move at all and the left was dragging. I had the vehicle taken on a flat-bed to Metro Ford in Schenectady, New York (518-382-1010). Metro called me this morning and told me that the truck needs two new rear wheel cylinders, a new emergency brake cable, new brake shoes and probably two new brake drums. The cost of all this will be more than \$800. All this on a truck with only 40,000 miles!!!

To make matters worse I complained about rear brake problems when the vehicle was under warranty. I took the truck to Lazare Lincoln Mercury in Albany, New York, prior to the warranty expiration. However, the dealership 'could not reproduce the problem' so nothing was done to repair this obviously dangerous situation. (They probably didn't even take the rear drums off - just test drove the truck, found nothing obvious and ignored my complaint).

METRO FORD SERVICE
MANAGER REFUSED
11/2/07

JEREMY REFUSED MY REQUEST BY
PHONE ON 11/2/07

So now at 40,000 miles Metro Ford, 'Jeremy' and his boss 'Terry' at the 1-800-392 FORD line are all stonewalling me on my valid claim that Ford should make complete repairs without charge to me. Jeremy went so far as to say that it is not unreasonable to expect a low mileage, 3 year-old Ford vehicle to need wheel cylinders, brake cables, drums, etc. Do you agree with this? What is this saying about your products? Please refer to complaint # 1382710027 in the phone line database.

So here I am, seeking help from you. I have a vehicle with brake failure that was clearly beginning to happen when the vehicle was under warranty - that's why I complained (I have the paperwork showing my complaint). And now Ford is failing to admit it's own responsibility for covering this repair. My new vehicles have always been Fords and my wife owns a Volvo. If Ford fails to demonstrate any loyalty to people who've been very loyal to Ford, it's hard to see why we would buy another Ford or Volvo product ever again.

Are you going to be the reason that I go to Toyota, never to return?

Please advise me. Thank you.

REFERENCE NO. FOR COMPLAINT THAT I MADE TO
1-800 392 FORD CUSTOMER SERVICE PHONE LINE.