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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

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ANDREW M. CUOMO
ATTORNEY GENERAL

DIVISION OF REGIONAL OFFICES
WATERTOWN REGIONAL OFFICE

March 6, 2007

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

Our File Number: 2007-610812
Company: Parkway Ford

Dear Sir or Madam:

I enclose a copy of a consumer complaint recently filed with this office.

We will be mediating the complaint with the company. However, it appears this matter may also fall within the jurisdiction of your office. We are forwarding this copy so that you may take whatever action your office deems appropriate.

Thank you for your cooperation.

Very truly yours,

Carol A. Lively

Carol A. Lively
BUREAU OF CONSUMER FRAUDS
AND PROTECTION

Enclosure

cc:

[REDACTED]
[REDACTED]
Canton, NY [REDACTED]

AA
3/15/07
CC



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
317 Washington Street
Watertown, NY 13601-3744
Tel. (315) 785-2444 Fax (315) 785-2294

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1 (800) 771-7755 TDD (800) 788-9898
http://www.18007717755.org

MAR 02 2007

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.

NY STATE DEPARTMENT OF LAW
WATERTOWN REGIONAL OFFICE

CONSUMER		
YOUR NAME [REDACTED]		HOME TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED]		BUSINESS TELEPHONE NUMBER [REDACTED]
CITY/TOWN CANTON	COUNTY ST. LAW	STATE NY
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES PARKWAY Ford		NAME OF OTHER SELLER OR PROVIDER OF SERVICES Ford Motor Company
STREET ADDRESS Market St		STREET ADDRESS P.O. Box 6248
CITY/TOWN Potsdam	STATE NY	CITY/TOWN Detroit
ZIP 13676	STATE MI	ZIP 48128
TELEPHONE NUMBER 315-265-5700		TELEPHONE NUMBER 800-392-3673
DATE OF TRANSACTION 5/2002	COST OF PRODUCT OR SERVICE \$ 14,000	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☐ Credit Card ☐ Other <u>Financed</u>
DID YOU SIGN A CONTRACT? ☒ Yes ☐ No	WHERE DID YOU SIGN THE CONTRACT?	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) CAR		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 2/21/07 ☐ By Mail ☒ By Telephone ☐ In Person		PERSON CONTACTED unknown @ Ford Company
NATURE OF RESPONSE Nothing can be done		JOB TITLE DATE OF RESPONSE 2/21/07
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 TAURUS 1999		PRODUCT MODEL OR SERIAL NUMBER
ADDRESS		WARRANTY EXPIRATION DATE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☒ Yes ☐ No Community Bank - Potsdam NY 13676		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

In 2003 the Taurus stopped on us in Odgenburg Ny. Dealmaker came and towed the car to their garage. Problem was in the harness where the wires had burned off & it cost us \$160. Again in 2005 the wires burnt again while in our driveway. We checked with the Ford garage in Potloden and they said it sounded like an electrical problem. A friend of mine came over and it was again in the harness. In 2006 the same problem again & was fixed again. Ford Co. in Michigan says nothing can be done. We are afraid that there is a defect in the harness & could catch on fire.

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

Repair of electric wires & check for defect under harness.

WHO REFERRED YOU TO THIS OFFICE? a friend

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 Signature]

Date: 3-1-07

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
317 Washington Street
Watertown, NY 13601-3744