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STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO  
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE  
BUREAU OF CONSUMER FRAUDS AND PROTECTION

June 11, 2008

[REDACTED]  
Perry, NY [REDACTED]

Our File Number: [REDACTED]  
Company: 2002 Ford Explorer

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/cl*

Philip Gamma  
Bureau of Consumer Frauds  
And Protection

✓ cc: National Highway Traffic Safety Administration  
Office of Defects Investigation  
1200 New Jersey Avenue SE West Bldg.  
Washington, DC 20590

NM  
06/25/08  
12:28  
KB

8659

**From:** [REDACTED]  
**To:** <nysag@rudyard.oag.state.ny.us>  
**Date:** 5/27/2008 8:30 AM  
**Subject:** Comments to AG from Web Site

Form submitted on Tue May 27 08:29:48 2008

**Personal Information:**

[REDACTED]  
Perry, NY [REDACTED]

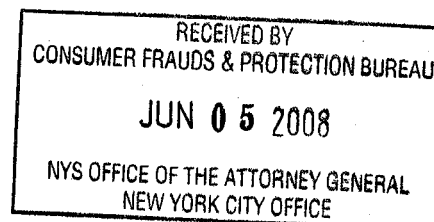
Phone: [REDACTED]

Email: [REDACTED]

**Comments:**

I own a 2002 Ford Explorer that has recently developed transmission problems. After consulting with several mechanics and an internet investigation, it seems that this is a very common problem. Why has Ford not recalled this vehicle? It is not only a costly repair, but a dangerous problem. I was surprised to see the number of web sites and people with the same problem as mine. Is there anything that can be done about this? How can we get Ford to accpt responsibility for this problem?

Thank you,  
[REDACTED]



#8654



State of New York  
Office of the Attorney General

Richard Jurewicz  
Associate Director  
Correspondence Unit  
Agency 4 Building, 3<sup>rd</sup> Floor  
Albany, New York 12224  
(518) 474-4262  
Fax (518) 473-9907

TO: Commissioner Frail

FROM: [Redacted]

DATE: 6/2

|                               |                         |
|-------------------------------|-------------------------|
| For Appropriate Action: _____ | As requested: _____     |
| Per Our Conversation: _____   | Per Your Request: _____ |
| For Your Comments: _____      | Please Advise: _____    |

COMMENTS: \_\_\_\_\_  
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