

COUNTY OF SUFFOLK

SEP 17 2010



STEVE LEVY
SUFFOLK COUNTY EXECUTIVE

Denis J. McElligott, Commissioner

Department of Consumer Affairs

September 9, 2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

National Highway Traffic Safety Administration
Office of Defects Investigations/CRD NVS 216
1200 New Jersey Avenue SE
Washington, DC 20590

Re: [REDACTED] vs. Sayville Ford
Case #10L00715

Dear Administrator:

We have received the complaint referenced above which does not fall under our jurisdiction.

We are forwarding the complaint to you for whatever action you deem necessary. This complaint has been closed in our office and the consumer advised, by separate letter, to contact you directly with any change in case status.

Thank you for your attention to this matter.

Very truly yours,
Denis J. McElligott
Commissioner
(631) 853-4600

Enclosure

(19 tag) Rev. 1/09

KB
100410
TGW

080-7430-10400715

Nat'l Highway Traffic
August 20, 2010

Better Business Bureau
26777 Central Park Blvd. Ste. 1
Southfield, MI

[Redacted]
Bohemia, NY [Redacted]

SUFF CO CONS AFFAIRS

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In July 2005 I purchased a new E250 Conversion van from Sayville Ford located in Sayville NY. This vehicle is used primarily for vacation road trips. During the week of July 19 2010 I used the van and noticed that the air bag warning light was on. It remained on for the rest of the week. On July 23rd I called the service department of Sayville Ford to see if this was still covered under the safety restraint warranty. The girl took all my information and said someone will call me on that day. No one called so I called the dealer on July 26 and spoke to the same girl. She transferred me to Paul in the service department. I explained the problem, he asked for the mileage which was just over 36000 miles. I told him that when I called on July 23 the van was five years and 10 days old, Paul said that the warranty has expired. I asked if there was any policy that would allow the repairs to be done since it involves a safety issue and it was only 10 days, he said no.

I called Ford Customer Service in Dearborn and once again after describing the problem and the issue with the time, I was informed that Ford makes no allowance for repairs if the time or mileage exceeds the warranty period.

I concede that technically Ford is correct, however with the economy in such poor condition I would think that Ford Motor Company would do what is necessary to keep their customers. This is the ninth Ford vehicle I have owned, and I worked for a Lincoln Mercury dealer as a mechanic before I worked for the government and witnessed many situations similar to mine where the factory representative gave the dealer permission to make the repairs and 1863 the job. How sad that a major company like Ford has to "nickel and dime" its customers.

I did have the repairs completed by a local repair shop which cost about \$200 since I did not want to drive this vehicle without the air bag fully operable.

When the time comes to replace this vehicle I not will be looking at anything made by Ford.

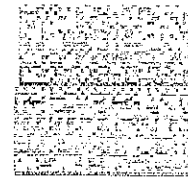
[Redacted]

- Cc Better Business Bureau Farmingdale NY
- Cc Sayville Ford
- Cc Suffolk County Consumer Affairs.

SUFFOLK COUNTY EXECUTIVES
OFFICE OF CONSUMER AFFAIRS

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