



CHRIS CHRISTIE  
Governor

KIM GUADAGNO  
Lt. Governor

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

AUG 29 2011

CL-10427256-8186

## New Jersey Office of the Attorney General

Division of Consumer Affairs  
Consumer Service Center - Complaint Review Unit  
124 Halsey Street, 3rd Floor, Newark, NJ 07102

August 22, 2011



PAULA T. DOW  
Attorney General

THOMAS R. CALCAGNI  
Director

National Highway Traffic Safety Administration US Dept of Transportation  
Office of Defects Investigation (NVS-210)  
1200 New Jersey Ave SE  
Washington, DC 20590

**Mailing Address:**  
P.O. Box 45025  
Newark, NJ 07101  
(973) 504-6200

Re: [REDACTED]  
File Number: 08-10-11G0000069831

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller  
Deputy Director - Consumer Protection

ET  
091911  
TGW



New Jersey Office of the Attorney General

Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-6200
(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [Redacted]
ADDRESS: [Redacted]
CITY: PISCATAWAY
STATE: New Jersey
HOME TELEPHONE NUMBER: [Redacted]
WORK TELEPHONE NUMBER: [Redacted]
E-MAIL ADDRESS: [Redacted]

BUSINESS: FORD MOTOR CORP.
ADDRESS:
CITY:
STATE:
ZIP:
TELEPHONE NUMBER (1):
TELEPHONE NUMBER (2):

For statistical and informational purposes only. Your age: [ ] 18-29 [ ] 30-44 [ ] 45-59 [X] 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- [X] Automotive [ ] Automotive Repairs [ ] Banking [ ] Credit Card
[ ] Charity [ ] Direct Mail/Sweepstakes [ ] Home Repair [ ] Internet/Cyberspace
[ ] Professional Service [ ] Stocks/Securities [ ] Telemarketing [ ] Telecommunications
[ ] Bingo/Raffle [ ] Health Club [ ] Warranty [ ] Advertising
[ ] Wheelchair Lemon Law [ ] Weighing/Measuring Devices [ ] Used Car Lemon Law [ ] New Car Lemon Law
[ ] Home Furnishings [ ] Other (specify)

2. If your complaint involves a motor vehicle, please provide the following information:

a. [X] New [ ] Used
b. [ ] Purchased [ ] Leased
c. Purchase Price \$29,400 Current Mileage 105,200
d. Date of purchase Feb 2004 [X] With Warranty [ ] With Service Contract [ ] As Is
e. Make FORD F250 PICKUP Model FORD Year 2003

3. Name of company with which you dealt: FORD MOTOR CORP

1. Name and title of company agents or employees with whom you dealt:

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

ON Dec 27 2010 Driving AT 70 MPH IN HEAVY TRAFFIC THE RIGHT REAR SPARK PLUG BLEW OUT OF THE CYLINDER HEAD. I TOOK IT TO A GARAGE IN PA. WHERE THE MECHANIC SAID THIS HAPPENS TO THESE ENGINES ALL THE TIME, INFACT HE SAID THEY MAKE AN ADDITION TO REPLACE IT. AT A COST OF \$264. HE SAID THIS IS ONLY A TEMPORARY FIX. AFTER ABOUT 500 MILES IT HAPPENED AGAIN. I TOOK IT TO MY MECHANIC AND HE TOLD ME HE WOULD HAVE TO REPLACE THE HEADS OR ENGINE COST \$3,000 - \$4,000 WHICH I CANT AFFORD.

ON MAY 12 2011 THE EXACT SAME THING HAPPENED TO MY 2003 F250 PICK UP AGAIN MY MECHANIC BUT IN THE REPLACEMENT SPARK PLUG ALSO SAYING THAT IT PROBABLY WONT LAST. SO ANOTHER \$1400 TO REPLACE THE ENGINE.

I'VE ALSO TALKED TO FRIENDS OF MINE WHO WORK FOR FORD. THEY TOLD ME THEY'VE SEEN THE SAME PROBLEM AND FORD KNOWS ALL ABOUT IT SAYING THAT THE ENGINE WAS A POOR DESIGN. BUT BECAUSE OF THESE JOBS THEY CANT FIRE IN ANY WRITTEN STATEMENTS.

I PURCHASED THESE VEHICLES HOPEING THAT THEY WOULD LAST ME TILL THE END. I AM 64 YEARS OLD ON DISABILITY. RETIREMENT I CANT AFFORD THESE REPAIRS SO ONE CAR SITS IDLE AND I HOPE THE OTHER LASTS AWHILE.

I WAITED A MONTH FOR LETTERS FROM FORD MECHANICS AND THE HEAD SALESMAN OF NAPA PARTS. UNFORTUNATELY THEY NEVER CAME.

6. The amount of loss involved in this complaint: \$ 8,000 + Please provide a breakdown of these losses:

ABOUT \$4000 FOR REPLACEMENT OF 4.6 LITER ENGINE IN 2004 EXPLORER  
" \$4000 FOR REPLACEMENT OF 5.4 LITER ENGINE IN 2003 F250 PICKUP

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are

Division of Consumer Affairs to send this complaint form to

way that is necessary.

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OFFICE OF CONSUMER PROTECTION

6-15-2011

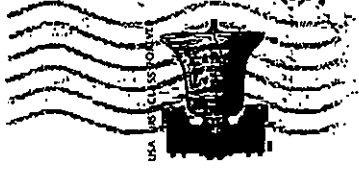
Date

12/2/05

\* This certification must be signed by the person completing the form.

*Piscataway, NJ*

EVD: FSDC  
NEWARK NJ 07101  
03 AUG 2011 PM 1 T

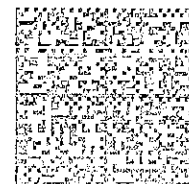


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PO Box 45025  
NEWARK, N.J. 07101

07101+8025



***NJ Office of the Attorney General***  
DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE CENTER  
P.O. BOX 45025  
NEWARK, NJ 07101



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08/23/2011

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