

CHRIS CHRISTIE
Governor**New Jersey Office of the Attorney General**Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102JEFFREY S. CHIESA
Attorney GeneralKIM GUADAGNO
Lt. Governor

September 14, 2012

SEP 24 2012

ERIC T. KANEFSKY
Acting DirectorNational 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: 09-14-12G0000090826

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

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NH
092412
RW

From: [REDACTED]
To: <citizens.services@lps.state.nj.us>
Date: 9/4/2012 10:28 AM
Subject: Complaint against Ford Motor Company [WEBMAIL.LPS]

Affiliation Code: WEBMAIL.LPS

Prefix: [REDACTED]

First Name: [REDACTED]

MI: [REDACTED]

Last Name: [REDACTED]

Suffix:

Address1: [REDACTED]

Address2:

City: South River

County: 15

State: NJ

Zip: [REDACTED]

Zip +4:

Country: US

E-mail: [REDACTED]

Comments: Hello. I am writing to you because I have a concern regarding my 2002 Ford Explorer that Ford refuses to address. I have found complaints regarding this manner on the NHTSA website, which is why I am contacting you.

Ford recall #03S04 describes a problem with 1998 - 2001 Ford Explorers and 2001 - 2002 Ford Explorer Sports. A bolt under the front seat can break, causing the seat to move back and forth. In one incident I read on the NHTSA website, a driver was rear ended, causing the seat to go back and strike the rear seat passenger, breaking their jaw.

Although my Explorer is a 2002, it has this exact problem as described in the recall and I would like to have Ford repair it at no expense to me. Is there anything you can do to assist me in this manner? I contacted All American Ford of Old Bridge but they were unable or unwilling to assist me.

The NHTSA Campaign ID # is 03V281000.

RECEIVED DIVISION OF
CONSUMER AFFAIRS
2012 SEP -7 PM 4:37
OFFICE OF THE DIRECTOR

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101



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Abstract

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09/18/2012

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