



CHRIS CHRISTIE

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



JOHN J. HOFFMAN
Acting Attorney General

KIM GUADAGNO
Lt. Governor

November 25, 2014

STEVE C. LEE
Acting Director

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

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

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

Re: [REDACTED]

File Number: [REDACTED]

DEC - 4 2014

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,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

NM2

12/11/14

TA



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

OFFICE OF
CONSUMER PROTECTION
945751 10:20

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY: Tuxedo

STATE: NY ZIP CODE: [REDACTED]

HOME TELEPHONE NUMBER: [REDACTED]

WORK TELEPHONE NUMBER: [REDACTED]

* E-MAIL ADDRESS: [REDACTED]

* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO
RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: Westwood Limo Fundin

ADDRESS: P.O. Box 401

CITY: Saddle River, NJ

STATE: NJ ZIP CODE: 07450

TELEPHONE NUMBER (1): 201-370-6206

TELEPHONE NUMBER (2): 201-262-4906

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

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

- | | | | |
|--|---|---|---|
| ☒ 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 |
| ☐ Furniture | ☐ Other (specify) <u>Federal Emission warrenty not hon</u> | | |

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

- a. ☐ New ☒ Used
- b. ☐ Purchased ☐ Leased
- c. Purchase Price 6,000.00 Current Mileage 8,000
- d. Date of Purchase 9/4/14 ☐ With Warranty ☐ With Service Contract ☒ As Is
- e. Make LINCOLN Model TOWN CAR Year 2008

3. Name of company you dealt with: ALL AMERICAN ford, 501 HACKENSACK

4. Name and title of company agents or employees you dealt with: Ed AND SAL Vergadia
OWNERS OF ALL AMERICAN ford + Westwood Limo Fund.

5. Describe the facts of your complaint in the order in which they happened. Type or 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 9/4/14 I purchased a 2008 Lincoln Town Car - AS is - with agreement that ALL American Ford would fix warrentyed problems. However, Dealer said there is no "warrenty start date" on said vehicle, that they cant touch the car. So I went ahead + fixed \$2000.00 worth of problems only to have the check engine light stay on. The mechanic (recommended by Mr. Vergopia) said it is the catalytic code (P030 and P040) that it is under warrenty for 8 years or 80,000 miles which the car is under. ALL American Ford directed me to call Ford Fleet (800-34 Fleet) which I have called to no avail, Ford/Lincoln in Detroit told me it is up to Ford Dealer, Dealer said Detroit said no. I feel/know that since its a law either Westwood Limo Financing (i.e. Sal Vergopia) or ALL American Ford (i.e. Edward Vergopia) should be obligated to warrenty emissions problem. I was also told at the end that because Westwood Lincoln, which was ~~now~~ owned by Ed Vergopia, was out of business he is not responsible for the car.

6. The amount of loss involved in this complaint: \$ 4,000.00 Please provide a breakdown of these losses:

So for I had to repair Fuel Tank problem which cost \$1,200.00, \$600.00 New tires hubcap \$50.00 plus \$2,200 est for emission fix

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 willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[Redacted Signature]

10/29/14
Date

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

WESTCHESTER NY 105

26 OCT 2014 PM 3 L



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Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07102

NJ Office of the Attorney General

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



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