

CL. 10666959-2088

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

[REDACTED]
Lawrence, NY [REDACTED]

January 5 2015

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

JAN 13 2015

Dear Sirs:

Do you have any update in regard to the matter discussed in the attached documents?

Yours truly,

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SMD



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
Attorney General

Division of Regional Offices
Nassau Regional Office

December 1, 2014

[REDACTED]
Lawrence, NY [REDACTED]

Our File Number: [REDACTED]
Company: Ford Motor Company

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, 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 writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

A handwritten signature in cursive script, appearing to read "Adam Levin".

Adam Levin
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

[REDACTED]
Lawrence, NY [REDACTED]
[REDACTED]

Oct 5, 2014

Bureau of Consumer and Facility Services
P.O. Box 2700-ESP
Albany, NY 12220-0700

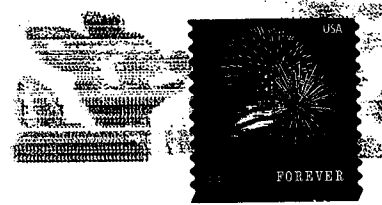
We are hoping that you can help us solve a problem we are having dealing with Ford Lincoln of Queens, 676 W. Merrick Rd., Valley Stream, NY 11580 and the Ford Motor Company concerning a recall program for our 2004 Mercury Grand Marquis, VIN 2MEFM75W84X [REDACTED]. The headlights fail to come on. At first the problem was intermittent. Now the headlights don't work at all. We received a letter from Ford in April announcing a recall program (14N01). The letter says "On your vehicle it may be possible that an electronic module (Lighting Control Module) that supplies power to the headlights may fail." We began noticing the headlight failure in June and we brought the car to our Ford dealer to check out the failure. It was indeed the problem covered by the recall program. The dealer ordered the replacement part.

The problem is that Ford refuses to send the replacement modules to the dealers so that this headlight failure can be corrected. According to my dealer this is a failure affecting thousands of Ford vehicles manufactured over many model years. I called Ford Customer Assistance Center at 800-392-3673 and spoke to the district manager, Jan. Jan told me that she cannot give me any information as to when the replacement part will be available and she suggested that we shouldn't drive the car at night. I called my dealer again on Sept. 30 and the service manager says that Ford still won't give him a shipment date. We are hoping that you can you can in some way help to get this problem resolved.

Yours Truly,
[REDACTED]

Lawrence, NY

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