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



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

DEC 17 2014

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,

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

NH

12/17/14  
SMD

**Adam Levin**

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**From:** [REDACTED]  
**Sent:** Wednesday, November 05, 2014 8:57 AM  
**To:** NYSAG EMAIL FOR INTRANET  
**Subject:** Form submission from: Questions & Comments to Attorney General Eric T. Schneiderman

Submitted on Wednesday, November 5, 2014 - 08:57

Submitted by user: Anonymous

Submitted values are:

--Personal Information--

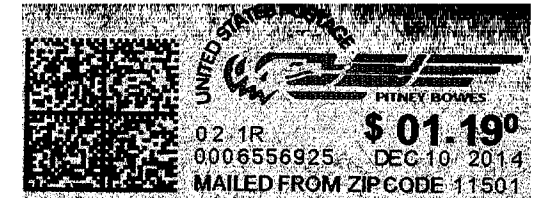
Salutation: [REDACTED]  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Address 1: [REDACTED]  
City: Lawrence  
State/Province: New York  
Zip/Postal Code: [REDACTED]  
Phone: [REDACTED]  
Email Address: [REDACTED]

Comments:

We are hoping that you can help us solve a problem we are having dealing with 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.

The State of New York  
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*Nassau Regional Office*  
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