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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

JUN 22 2016

ERIC T. SCHNEIDERMAN  
ATTORNEY GENERAL

DIVISION OF REGIONAL OFFICES  
SUFFOLK REGIONAL OFFICE

June 9, 2016

[Redacted]  
Bohemia, NY [Redacted]

Re: Our File Number: [Redacted]  
Subject: Ford of Smithtown

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. I am enclosing a copy of the recall information from NHTSA's website. Among other things, it recommends an interim repair that can be done, which you should discuss with your dealer. Furthermore, if you find your dealer unresponsive to your concerns, I would suggest you contact another Ford dealer in the area.

If you do not receive a response from the organization below in the near future, please follow up directly with them. 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,

*Debra Siegler*  
Debra Siegler  
Paralegal  
Bureau of Consumer Frauds and Protection

Enclosure  
cc: National Highway Traffic Safety Administration (NHTSA) ✓  
Office of Defects Investigation  
1200 New Jersey Avenue SE West Bldg.  
Washington, DC 20590

NAM  
6/28/16  
SMD

[REDACTED]  
Bohemia, NY [REDACTED]

April 23, 2016

**RECEIVED**  
NYS OFFICE OF THE ATTORNEY GENERAL

APR 25 2016

**SUFFOLK OFFICE**

Ms. Kimberly Kinirons  
Assistant Attorney General  
300 Motor Parkway  
Hauppauge, NY 11788

Dear Ms. Kinirons,

Last July while watching NBC, I learned that my wife's 2013 Mustang was equipped with the dangerous Takata air bag. I called the dealer, Smithtown Ford located in Smithtown NY, and was told that they had no replacement parts, maybe they would be available in October 2015. Since then I have been in contact with, Smithtown Ford, Ford's customer service department in Dearborn by E-mail and phone, I wrote to Mark Fields CEO of Ford, and NHTSA . No one from Ford will say when the replacement part will be available, no loaner car until the repairs are made, or even if the car is safe to drive. My wife has not driven this car since July 2015 because it is dangerous.

Recently I went to Smithtown Ford to inquire about trading the Mustang in for a new car, I was informed that they will not take this car in trade because it has the Takata airbag. While there I learned that Ford is manufacturing air bags for new vehicles, but the best estimate for replacing the airbag in the affected cars might not be until the second quarter of 2016. This means that my wife will be without her car for at least one year.

What course of action does a consumer have in situations like this?

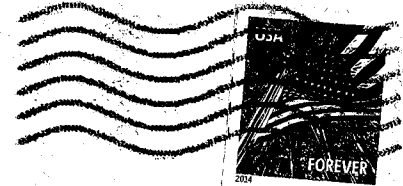
Sincerely yours,  
[REDACTED]



Bohemia, NY

MID-ISLAND NY 117

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NYS OFFICE OF THE ATTORNEY GENERAL

APR 25 2016

SUFFOLK OFFICE

*Ms Kimberly Knicker, Asst atty general  
300 Motor Plaza  
Hauppauge, NY 11788*

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State of New York  
Office of the Attorney General  
Suffolk Regional Office  
300 Motor Parkway, Suite 230  
Hauppauge, New York 11788

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National Highway Traffic Safety  
Administration  
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