

CL-10804908-0014

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

April 21, 2016

DIVISION OF REGIONAL OFFICES  
WATERTOWN REGIONAL OFFICE

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

MAY -3 2016

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

Dear Sir or Madam:

I am forwarding the enclosed consumer complaint for any action you may be able to take. As our follow-up correspondence shows (copies enclosed), we have attempted to mediate a resolution, but without success.

By a copy of this letter, I am notifying the consumer of this referral. The consumer is advised that we do not know whether or not your organization is in a position to provide further assistance.

If you have any questions, please feel free to call me.

Very truly yours,

*Michael Sprague*

Michael Sprague  
Bureau of Consumer Frauds  
And Protection

Enclosure

cc: [REDACTED]  
Massena, NY [REDACTED]

NM  
51016  
SMP



ATTORNEY GENERAL ERIC T. SCHNEIDERMAN  
 STATE OF NEW YORK  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER FRAUDS AND DECEIT  
 The Capitol  
 Albany, NY 12224-0341  
 Tel. (518) 776-2307 Fax (518) 915-7736

RECEIVED

MAR 21 2016

COMPLAINT FORM

Consumer Hotline For Hearing Impaired  
 1 (800) 777-7755 (800) 788-9898  
 Office of the Attorney General  
 http://www.attorneygeneral.gov

MAR 16 2016

Consumer Frauds Bureau  
 Albany, New York

- PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR WATER TOWN REGIONAL OFFICE.
- PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
- YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
- MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

N.Y. STATE DEPARTMENT OF LAW

CONSUMER

Y  
S

CITY/TOWN COUNTY STATE ZIP

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES <b>Frenches Ford</b>		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
STREET ADDRESS <b>216 Eastorvis St</b>		STREET ADDRESS	
CITY/TOWN <b>MASSENA</b>	STATE <b>NY</b>	CITY/TOWN	STATE ZIP
TELEPHONE NUMBER <b>888-834-0231</b>		TELEPHONE NUMBER	
DATE OF TRANSACTION <b>11/3/15</b>	COST OF PRODUCT OR SERVICE \$	HOW PAID (Check those which apply) <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Other	
DID YOU SIGN A CONTRACT? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT? <b>Frenches Ford</b>	DATE SIGNED <b>11/3/15</b>	
WAS PRODUCT OR SERVICE ADVERTISED? <input type="checkbox"/> Yes <input type="checkbox"/> No	WHERE WAS IT ADVERTISED?	DATE ADVERTISED	

TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)  
**CAR Transmission**

DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL <input type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input checked="" type="checkbox"/> In Person	PERSON CONTACTED	JOB TITLE
NATURE OF RESPONSE	DATE OF RESPONSE	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
IS COURT ACTION PENDING? (Please describe as necessary) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT <b>FORD</b>	PRODUCT MODEL OR SERIAL NUMBER
ADDRESS	WARRANTY EXPIRATION DATE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

When passing or accelerating from 30-40MPH my RPM's were going up to 7000 (in the Red) Took to frenchies ford they have been fantastic. However, I feel that my car still isn't shifting to my expectations. I have a 1 month old in my car and when I hit my gas it chugs and seems like its not shifting. It also shattering. Ford says that this is a common issue and says its running within their expectations. Its been into frenchies 4 times and parkway ford 1 time. I have not had the car a year yet even bought brand new.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) A buy back on the car.

WHO REFERRED YOU TO THIS OFFICE? Frenchies ford

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand Section 210.45 of [redacted] are punishable as a Class A Misdemeanor under Section 175.30 and/or

Signature:

[Redacted Signature]

Date:

3/13/14

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General  
Bureau of Consumer Frauds and Protection  
The Capitol  
Albany, NY 12224-0341

V.I.N..... 1FADP3F24 EI [REDACTED]  
 Owner Name..... [REDACTED]  
 Street Address... [REDACTED] ---Activity---  
 City..... MASSENA State NY Zip [REDACTED] |No.R.O.'s 5 |  
 Telephone..... Home... [REDACTED] Work... - - |Total\$\$ 0 |  
 Other Phone No... - - Send Mail... Y(Y/N) |Lstr 12/29/15 |  
 E-mail Address.. [REDACTED] |Miles 13159 |  
 Cust. Control No. [REDACTED] (Only Needed for Charge Sales)  
 Salesperson..... Delivery Date... 01/02/15 Delivery Miles.. 15

----- Vehicle Information -----  
 Year..... 14 Make..... FORD  
 Model..... FOCUS SE Color..... BLACK UH  
 Plate No..... [REDACTED] Stock No.... [REDACTED]  
 Key No. Ign..... 10254 Key No.Trk..  
 InServiceDate... 01/02/15 Prod. Date.. 00/00/00  
 Warranty Type.... Warr.Expires. 00/00/00 Miles 0  
 ENGINE/TRANS.....  
 ServAdvisor..... TechTeam Cd.

Vin ID#: EL [REDACTED] Repair Order#: [REDACTED] Status Cd: C  
 RO Date: 11/23/15 Inv Date: 11/24/15 Mileage: 13640 Act/Est: A Serv Adv: 12  
 Control#: [REDACTED] Inv Letter: G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: F Auth#:  
 GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

-----  
 Line#: A \* OperNo: FailCode: Hours: 0.40 Rate: 8 Amount\$: 10.00 Tech: A89 Tax Override: Labr Prts  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com Customer states feels shudder on take off  
 Cor test drove, found shudder within spec.

Vin ID#: EL [REDACTED] Repair Order#: [REDACTED] Status Cd: C  
 RO Date: 11/10/15 Inv Date: 12/29/15 Mileage: 13159 Act/Est: A Serv Adv: 12  
 Control#: [REDACTED] Inv Letter: G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: F Auth#:  
 GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

-----  
 Line#: A \* OperNo: FailCode: Hours: 1.00 Rate: 2 Amount\$: 74.07 Tech: A16 Tax Override: Labr Prts  
 PayType: W Sp G/L#: FP: CondNo: 0 Part\$: 446.37 Sublet\$: 0.00 Misc\$: 25.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: GM Auth:  
 Com Customer states chugging, doesn't want to move revving to high rpm, has video, 32-5-45mph, will rev ovef 6grand.  
 Cau verified, customer concern, run ondemand test with ids, passes no codes. found to need tcm.  
 Cor removed and replaced tcm, performed addaptive learing, shifts properly at this time.  
 Part Number: AE8Z 7Z369 E Desc.: MODULE - TRANS Type: W Qty: 1 Cost: 312.22 Price: 437.11  
 T-Price: 437.11 G/L#:  
 Part Number: AE8Z 7B498 A Desc.: SEAL Type: W Qty: 2 Cost: 3.31 Price: 4.63  
 T-Price: 9.26 G/L#:  
 Misc Charge: Loaner Qty: 1.0 Cost: 25.00 Price: 25.00  
 T-Price: 25.00 G/L#: [REDACTED]

Vin ID#: EL [REDACTED] Repair Order#: [REDACTED] Status Cd: C  
 RO Date: 08/27/15 Inv Date: 09/04/15 Mileage: 2815 Act/Est: A Serv Adv: 12  
 Control#: [REDACTED] Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: F Auth#: [REDACTED]  
 GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

Line#: A \* OperNo: [REDACTED] FailCode: [REDACTED] Hours: 1.00 Rate: 2 Amount\$: 74.07 Tech: A89 Tax Override: Labr Prts  
 PayType: W Sp G/L#: [REDACTED] FP: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]  
 Com Customer states rpm's go up high and shift funny, while at idle car will try to move  
 Cau  
 tech could not verify, test drove, test drove like, normal operation  
 Cor  
 no problem found

Line#: B + OperNo: 99P FailCode: [REDACTED] Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A81 Tax Override: Labr Prts  
 PayType: I Sp G/L#: [REDACTED] FP: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]  
 Com MULTI POINT INSPECTION  
 Cor PERFORMED MULTI POINT INSPECTION

Line#: C + OperNo: GBATT FailCode: [REDACTED] Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A81 Tax Override: Labr Prts  
 PayType: I Sp G/L#: [REDACTED] FP: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]  
 Com CHECK BATTERY  
 Cau OK  
 Cor BATTERY CONDITION IS GOOD

Line#: D + OperNo: GBK FailCode: [REDACTED] Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A81 Tax Override: Labr Prts  
 PayType: I Sp G/L#: [REDACTED] FP: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]  
 Com CHECK BRAKES  
 Cor BRAKE LININGS ARE GOOD AT THIS TIME

Line#: E + OperNo: GTIRE FailCode: [REDACTED] Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A81 Tax Override: Labr Prts  
 PayType: I Sp G/L#: [REDACTED] FP: [REDACTED] CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]  
 Com CHECK TIRES  
 Cau OK  
 Cor TIRE TREAD AND WEAR IS OK AT THIS TIME

Vin ID#: EL [REDACTED] Repair Order#: [REDACTED] Status Cd: C  
 RO Date: 01/05/15 Inv Date: 01/06/15 Mileage: 28 Act/Est: A Serv Adv: 70  
 Control#: [REDACTED] Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: [REDACTED] Auth#: [REDACTED]  
 GOG(2) 0.00 SCDEDUCT\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: .00 Part%: 00 Pay Type: C

Line#: A \* OperNo: [REDACTED] FailCode: [REDACTED] Hours: 2.40 Rate: 3 Amount\$: 180.00 Tech: A81 Tax Override: Labr Prts  
 PayType: I Sp G/L#: [REDACTED] FP: [REDACTED] CondNo: 0 Part\$: 263.48 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: [REDACTED] GMComplaint: [REDACTED] GMLabHrs: 0.00 GMothHrs: 0.00 GMFP: [REDACTED] GM Auth: [REDACTED]  
 Com Customer states install remote starter

Vin ID#: EL [redacted] Repair Order#: [redacted] Status Cd: C  
Cau

installed remote start per customer request

Cor prepaid at purchase

Part Number	Desc.	Type	Qty	Cost	Price
CM5Z 19G364 A	KIT - REMOTE S	I	1	209.00	261.25
T-Price: 261.25 G/L#:					
EOAZ 14487 A	CONNECTOR - CA	I	3	0.17	0.21
T-Price: 0.63 G/L#:					
A,784566	SCOTCH LOCKS 2	I	4	0.32	0.40
T-Price: 1.60 G/L#:					

Line#: B + OperNo: 99P FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A81 Tax Override: Labr Prts  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com MULTI POINT INSPECTION  
 Cor PERFORMED MULTI POINT INSPECTION

Line#: C + OperNo: GBATT FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A81 Tax Override: Labr Prts  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com CHECK BATTERY  
 Cau OK  
 Cor BATTERY CONDITION IS GOOD

Line#: D + OperNo: GBK FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A81 Tax Override: Labr Prts  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com CHECK BRAKES  
 Cor BRAKE LININGS ARE GOOD AT THIS TIME

Line#: E + OperNo: GTIRE FailCode: Hours: 0.00 Rate: 3 Amount\$: 0.00 Tech: A81 Tax Override: Labr Prts  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com CHECK TIRES  
 Cau OK  
 Cor TIRE TREAD AND WEAR IS OK AT THIS TIME

Vin ID#: EL [redacted] Repair Order#: [redacted] Status Cd: C  
 RO Date: 01/02/15 Inv Date: 01/05/15 Mileage: 15 Act/Est: A Serv Adv: 12  
 Control#: [redacted] Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
 GOG(1) 0.00 WarrTyp: Auth#:  
 GOG(2) 0.00 SCdeduct\$ 0.00 Taken\$: 0.00  
 GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C

Line#: A OperNo: 10 FailCode: Hours: 0.50 Rate: 3 Amount\$: 10.00 Tech: A92 Tax Override: Labr Prts  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com CUSTOMER REQUEST NEW YORK STATE SAFETY INSPECTION  
 Cor PERFORMED NEW YORK STATE SAFETY INSPECTION sticker# [redacted]

Line#: B OperNo: UCLEAN FailCode: Hours: 0.50 Rate: 6 Amount\$: 26.00 Tech: A83 Tax Override: Labr Prts  
 PayType: I Sp G/L#: FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
 OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
 Com CLEAN FOR SALE  
 Cor VEHICLE CLEANED FOR SALE

Vin ID#: EL [REDACTED] Repair Order#: [REDACTED] Status Cd: C

Line#: C + OperNo: [REDACTED] FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A92 Tax Override: Labr Prts  
PayType: C Sp G/L#: [REDACTED] FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com MULTI POINT INSPECTION  
Cor PERFORMED MULTI POINT INSPECTION

Line#: D + OperNo: GBATT FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A92 Tax Override: Labr Prts  
PayType: C Sp G/L#: [REDACTED] FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com CHECK BATTERY  
Cau OK  
Cor BATTERY CONDITION IS GOOD

Line#: E + OperNo: GBK FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A92 Tax Override: Labr Prts  
PayType: C Sp G/L#: [REDACTED] FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com CHECK BRAKES  
Cor BRAKE LININGS ARE GOOD AT THIS TIME

Line#: F + OperNo: GTIRE FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A92 Tax Override: Labr Prts  
PayType: C Sp G/L#: [REDACTED] FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com CHECK TIRES  
Cau OK  
Cor TIRE TREAD AND WEAR IS OK AT THIS TIME

Vin ID#: EL [REDACTED] Repair Order#: [REDACTED] Status Cd: C

RO Date: 11/25/14 Inv Date: 11/26/14 Mileage: 3 Act/Est: A Serv Adv: 12  
Control#: [REDACTED] Inv Letter: B G/L Group: 1 Coupon\$: 0.00 ShopChg: Y Cust Chrg 1: N Cust Chrg 2: N  
GOG(1) 0.00 WarrTyp: Auth#: [REDACTED]  
GOG(2) 0.00 SCDeduct\$ 0.00 Taken\$: 0.00  
GOG(3) 0.00 Lab\$: 00 Part\$: 00 Pay Type: C

Line#: A OperNo: [REDACTED] FailCode: Hours: 0.90 Rate: 3 Amount\$: 67.50 Tech: A24 Tax Override: Labr Prts  
PayType: I Sp G/L#: [REDACTED] FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com Customer states PERFORM PDI  
Cor performed pdi

Line#: B + OperNo: [REDACTED] FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A24 Tax Override: Labr Prts  
PayType: C Sp G/L#: [REDACTED] FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com MULTI POINT INSPECTION  
Cor PERFORMED MULTI POINT INSPECTION

Line#: C + OperNo: GBATT FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A24 Tax Override: Labr Prts  
PayType: C Sp G/L#: [REDACTED] FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:  
Com CHECK BATTERY  
Cau OK  
Cor BATTERY CONDITION IS GOOD

Line#: D + OperNo: GBK FailCode: Hours: 0.00 Rate: 1 Amount\$: 0.00 Tech: A24 Tax Override: Labr Prts  
PayType: C Sp G/L#: [REDACTED] FP: CondNo: 0 Part\$: 0.00 Sublet\$: 0.00 Misc\$: 0.00 Misc Tax\$: 0.00  
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

Vin ID#: EL [REDACTED] Repair Order#: [REDACTED] Status Cd: C

Com CHECK BRAKES

Cor BRAKE LININGS ARE GOOD AT THIS TIME

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Line#: E +	OperNo: GTIRE	FailCode:	Hours: 0.00	Rate: 1	Amount\$: 0.00	Tech: A24	Tax Override: Labr	Prts
PayType: C	Sp G/L#:	FP:	CondNo: 0	Part\$: 0.00	Sublet\$: 0.00	Misc\$: 0.00	Misc Tax\$: 0.00	0.00
OrigOp: GMClaimType:	GMComplaint:	GMLabHrs: 0.00	GMothHrs: 0.00	GMFP:	GM Auth:			

Com CHECK TIRES

Cau OK

Cor TIRE TREAD AND WEAR IS OK AT THIS TIME



## Frenchie's Ford, Inc.

April 11, 2016

**RECEIVED**

APR 14 2016

**N.Y. STATE DEPARTMENT OF LAW  
WATERTOWN REGIONAL OFFICE**

NYS Office of the Attorney General

317 Washington St.

Watertown, NY 13601

Dear Mr. Sprague:

We have received a copy of consumer complaint, file number [REDACTED]. Upon reviewing the complaint filed by the [REDACTED] as well as the supporting documentation, which we have supplied, the first issue described by [REDACTED] which involved the high RPM symptom was resolved by replacing the Transmission Control Module (TCM). The transmission shudder described by the [REDACTED] is a common behavior found among other comparable Ford Focus and found to be within Ford specifications and no further repair or diagnosis is warranted.

However, if the [REDACTED] wish for a buyback of the Ford Focus, that decision would be at the discretion of Ford Motor Company.

Frenchie's Ford, Inc., would offer the [REDACTED] the choice of trading out of the vehicle if they feel that to be a suitable option.

Respectfully,

Theodore Scott

General Manager

Frenchie's Ford, Inc.

(315)764-1771 ext. 224

ENCLOSURE

216 East Orvis Street, Massena, New York 13662 Bus.: 315-764-1771 Fax: 315-764-5719 Toll Free: 1-800-491-5670

E-mail: frenchiesford@slc.com Website: frenchiesford.com



**RECEIVED**

APR 18 2016

April 12, 2016

**N.Y. STATE DEPARTMENT OF LAW  
WATERTOWN REGIONAL OFFICE**

Michael Sprague  
Office of the Attorney General  
317 Washington St.  
Watertown, NY 13601

Re: [REDACTED] Complaint: [REDACTED] VIN: 1FADP3F24E[REDACTED]

Dear Mr. Sprague:

A complaint was filed with your office by [REDACTED] regarding their 2014 Ford Focus. You asked Ford Motor Company to review and provide your office with our written response. Our Consumer Affairs Department has reviewed [REDACTED] concern regarding the vehicle's transmission and their request for Ford to repurchase the vehicle.

The review indicates that [REDACTED] contacted Ford's Customer Relationship Center on December 2, 2015, and the Customer Service Manager advised her that the dealership had inspected the vehicle and determined it was operating as designed; as such, Ford would not be meeting the request to repurchase the vehicle. We believe this decision was appropriate. If [REDACTED] experience any concerns with their vehicle in the future, we recommend that they contact the dealership immediately for prompt inspection and repair.

Thank you for bringing this matter to our attention. Please consider this our closing report.

Sincerely,

Amanda Bemiller  
Consumer Affairs Legal Analyst

cc: [REDACTED]  
Massena, NY [REDACTED]

State of New York  
Office of the Attorney General  
Watertown Regional Office  
317 Washington Street  
Watertown, NY 13601-3744



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

