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CHRIS CHRISTIE

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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



CHRISTOPHER S. PORRINO
Acting Attorney General

KIM GUADAGNO
Lt. Governor

August 26, 2016

STEVE C. LEE
Director

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

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

SEP - 8 2016

Re: [REDACTED]
File Number: [REDACTED]

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

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OFFICE OF
CONSUMER PROTECTION
AUG 22 2004

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

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]

ADDRESS: [REDACTED]

CITY: Point Pleasant

STATE: NJ 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: Ford Motor Company

ADDRESS: One American Road

CITY: Dearborn

STATE: Michigan ZIP CODE: 48126-2798

TELEPHONE NUMBER (1): 800-555-5259

TELEPHONE NUMBER (2): 800-392-3673

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) _____ | | |

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

- a. ☒ New ☐ Used
- b. ☒ Purchased ☐ Leased
- c. Purchase Price \$35,000 Current Mileage 34,000
- d. Date of Purchase 8-9-2004 ☒ With Warranty ☐ With Service Contract ☐ As Is
- e. Make Ford Model Thunderbird Year 2004

3. Name of company you dealt with: Ford Motor Company

4. Name and title of company agents or employees you dealt with: Phil Perry - Customer Relationship Center Manager

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.

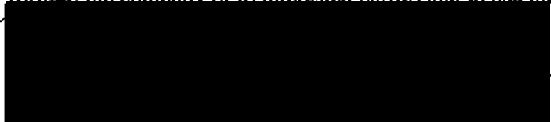
Please read The attached letter to
customer service for explanation.

Ford is refusing to cover The cost of
parts that are known to be defective.

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

I haven't repaired The car yet. I am still
waiting to have The warranty issue resolved.

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.

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

Aug. 1, 2016
Date

[REDACTED]
Point Pleasant, NJ [REDACTED]

June 21, 2016

Ford Motor Company - Customer Relationship Center
Phil Perry
P.O. Box 6248
Dearborn, MI 48126

RE: Case # [REDACTED] 2004 Thunderbird - Vehicle ID# 1FAHP60A94Y [REDACTED]

Dear Mr. Perry,

I am writing regarding the above referenced case. In June 2008 I received a letter from Ford Motor Co. (see attached) regarding the known occurrence of engine misfires due to defective ignition coils.

I am the original owner of the car which currently has only 34,000 original miles on it. This is my first new car purchase, and I chose Ford for their reliability, style and customer service. My husband has driven Ford trucks all his life.

Ford extended a one-time warranty repair of the ignition coils, covers and wiper motor bracket seal. The one-time repair covered a total of 10 years or 100,000 miles of extended limited warranty coverage, whichever occurred first.

Under Program 07M07 and 07N09 Ford Motor Company authorized the dealer to replace any defective ignition coil causing a misfire. The repair is free of charge.

My car did exhibit a misfire and two coils were replaced by my local Ford dealer under this program. They would not replace any other coils that did not exhibit a failure, despite my request to replace the six remaining ones.

My car is AGAIN exhibiting a severe misfire and the engine light is on. I can't even drive it. I inquired to Ford Motor Company about warranty coverage since this is a KNOWN problem and I was denied since it is past 10 years.

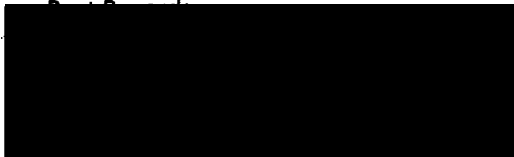
My car is garage kept and driven for pleasure only. Hence, it has 34,000 miles on it! If I had driven the car on a regular basis, subsequent coil failures and misfires most likely would have exhibited themselves sooner within the 10-year time frame, and I would have been covered under your extended warranty program.

I feel I am being penalized for having low mileage on my car because all of the coils started failing around the 30,000-mile range. In my case it took 10 years to reach that mileage.

Given this, I am requesting that you extend this warranty coverage to my car since this is a KNOWN problem. I am also asking that all of the remaining coils be replaced even if only some are showing signs

of weakness and misfiring. Because, it seems inevitable this will reoccur again in the future, since Ford Motor Company knows the coils are defective and prone to failure.

I believe Ford Motor Company should do the right thing and stand behind their products. Especially when you are aware of the defects. Thank you for your time and consideration in this matter and I look forward to reaching an amicable resolution to this problem.





Ford Motor Company
Ford Customer Service Division
P.O. Box 1904
Dearborn, Michigan 48121



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June 2008

POINT PLEASANT BORO, NJ

2004 Thunderbird

Vehicle ID #: 1FAHP60A94Y 07M07/07N09

At Ford Motor Company, it has been our goal for more than 100 years to provide customers with high-quality, dependable products. In order to maintain these standards, Ford Motor Company is providing extended warranty coverage under Customer Satisfaction Programs 07M07 and 07N09 for your vehicle, with the Vehicle Identification Number shown above.

What is the reason for additional coverage program 07M07?

In the interest of customer satisfaction, Ford Motor Company is extending the limited warranty of the engine ignition coil assemblies to a total of 10 years from the warranty start date of the vehicle or 100,000 miles, whichever occurs first. If your vehicle already has more than 100,000 miles, this coverage is extended until November 30, 2008. Coverage is automatically transferred to subsequent owners.

What is the reason for additional coverage program 07N09?

In addition, Ford Motor Company is providing a one time limited warranty repair of the ignition coil covers and wiper motor bracket seal. This one time repair provides a total of 10 years or 100,000 miles of extended limited warranty coverage from the warranty start date, whichever occurs first. If your vehicle already has more than 100,000 miles, this coverage is extended until November 30, 2008. Coverage is automatically transferred to subsequent owners.

Both of these programs extend the original new vehicle limited warranty coverage provisions of your vehicle for these parts.

What will Ford and your dealer do?

Program 07M07: If your vehicle exhibits an engine misfire condition, Ford Motor Company has authorized your dealer to replace any defective ignition coil that is verified to be the cause of the misfire condition. If a misfire occurs, your vehicle may exhibit hesitation or surge upon acceleration, rough engine idle, or illumination of the "Check Engine" light. This repair is free of charge (parts and labor) under the terms of program 07M07.

Program 07N09: Exposure to water may internally degrade the affected ignition coil, effectively shortening the life of the coil. If an ignition coil shows signs of water contamination, Ford Motor Company has authorized your dealer to perform a one time repair that includes installing new ignition coil covers, installing a wiper motor bracket seal, and the replacement of all ignition coil assemblies and spark plugs that have been exposed to water, even if the ignition coil is currently functioning properly. This one time repair is free of charge (parts and labor) under the terms of program 07N09.

Please Note: Extended coverage program 07M07 applies to ignition coil assemblies that fail stress testing. Program 07N09 authorizes your dealer to perform a one time replacement of ignition coil covers, the wiper motor bracket seal, and replacement of water contaminated ignition coil assemblies and spark plugs. Please remember that other engine components may cause or contribute to the same drivability symptoms or engine misfire condition. If you bring your vehicle into the dealership because of an engine misfire condition, program 07M07 covers the cost of repair only if the condition is caused by an ignition coil. Program 07N09 is a one time repair if there is evidence of ignition coil water contamination. These programs do not cover the cost of repairs for misfire conditions caused by other components.

What are we asking you to do?

Please keep this letter in your vehicle as a reminder of the extended warranty coverage for the ignition coils and water seals. If your vehicle experiences drivability concerns associated with a misfire condition that require any of the services described above, and your vehicle is within the indicated time/mileage limitations, your dealer will replace the parts and perform the services at no charge to you.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter and the repair occurred within the 10 year/100,000 mile coverage period, you may be eligible for a refund. To initiate a refund request, please give your paid original receipt to your dealer before November 30, 2008. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner. As soon as we receive updated state registration data, we will revise our records.

Can we assist you further?

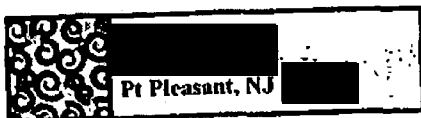
If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM - 5:00PM (Your Local Time). If you wish to contact us through the Internet, our address is: www.ownerconnection.com

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available 8:30AM to 5:00PM Monday through Friday (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

Thank you for your attention to this important matter and remember to save this letter in case you need to take advantage of this additional coverage program.

Ford Customer Service Division



TRENTON NJ 085

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New Jersey Office of Attorney General
Division of Consumer Affairs
P.O. Box 45025
Newark, NJ 07101

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NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS

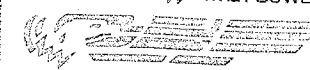
CONSUMER SERVICE CENTER

P.O. BOX 45025

NEWARK, NJ 07101



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