



THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF THE ATTORNEY GENERAL
ONE ASHBURTON PLACE
BOSTON, MASSACHUSETTS 02108

JUN - 6 2017

MAURA HEALEY
ATTORNEY GENERAL

(617) 727-2200
(617) 727-4765 TTY
www.mass.gov/ago

May 8, 2017

[Redacted]
Agawam, MA [Redacted]

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

RE: Sarat Ford
AGO File # [Redacted]

Dear [Redacted]

Thank you for contacting the Attorney General's Office (AGO). The Office is not able to handle every matter that is brought to its attention; however, we do review all complaints that are received. The National Highway Traffic Safety Administration is the agency with oversight of this matter. You may want to contact them for further assistance. The agency is located at:

1200 New Jersey Avenue, SE, West Building
Washington, DC 20590
(888) 327-4236

Because the AGO does not provide legal representation or legal advice to individuals, you may want to consider consulting with a private attorney or filing a claim in Small Claims Court. If you need assistance with locating a private attorney, then you may contact the Massachusetts Bar Association's Lawyer Referral Service at (617) 654-0400 or at 20 West Street, Boston, MA 02111. Your local county bar association may also be a helpful resource in finding an attorney.

The Small Claims Court Advisory Service is a resource available to consumers seeking information about the civil small claims process. They may be reached at (617) 497-5690 or online at www.masmallclaims.org. Other informational resources from the Massachusetts Trial Court Department can be found online by searching the www.mass.gov website for "Small Claims Information."

Sincerely,

Consumer Advocacy and Response Division

AM
6917
LD

[REDACTED]
Agawam, MA [REDACTED]

May 24, 2017

**The National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590**

Dear To whom it may concern:

I am writing this letter in response to a complaint I wrote to the Attorney General's office. Their response instructed me to send documentation to you regarding my rights for my vehicle. Thus, I am referring my questions to your office.

I purchased a Ford Focus 2014 in November 2013. In that time, I have had repeated issues with the transmission, which I was told was a manufacturer defect. The vehicle has been repaired twice at no expense to me. However, bring in the car is a great inconvenience to me. The primary issue has been the violent shuttering when I spend any time at a traffic light and then have to accelerate when driving the vehicle after being idle at a traffic light or in traffic. I was told that it was due to a rotating transmission, like if the transmission was designed for a stick-shift car, but my car is an automatic. There was also a recent recall on one of my door latches sent to me in the mail. I have called my dealer regarding both issues, but I am told that there are no parts at this time to fix my door latch. I was also told that I would just have to continue just get the transmission repaired if it gives me trouble. Are there any alternatives I can be advised on? Purchasing a new car at this time is very expensive, and I am not in a position to take on such a purchase at this time. I am very concerned for my safety regarding this issue. If you have any further questions, then please do not hesitate to contact me.

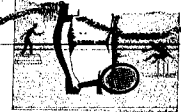
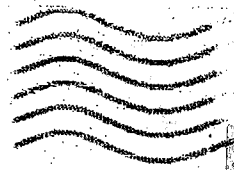
Sincerely,

[REDACTED]

Spfld, MA

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WPA POSTERS
FOREVER/USA

The National Highway
Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

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