



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

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
October 5, 2018

OCT 17 2018

CL-11142009-3421



GURBIR S. GREWAL
Attorney General

PAUL R. RODRIGUEZ
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

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

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,

Gregory Turner
Assistant Deputy of Enforcement
Consumer Service Center

NR
10/17/18

AS

RR

August 13, 2018

To: Better Business Bureau
Customer Complaint Department

From: [REDACTED]

Subject: Air Bag Recall for my 2010 Ford Ranger Vehicle

I received a letter dated June 2018 from Ford Motor Company regarding an air bag recall for my 2010 Ranger pickup Vin:1ftkr1adxa[REDACTED]. The dealer from which I purchased my pickup is no longer in business. I called Bell Ford to schedule an appointment for the repairs. They gave me a date for 7/23/2018 for the repairs. Two days before my scheduled appointment I received a call stating that they are too busy and I would have to wait until 8/17/2018 for a rescheduled appointment. At that time, I complained that this is a life safety matter and I was very concerned. My concerns fell upon deaf ears.

This morning I just received another phone call from Bell Motors stating that they are too busy to make repairs to my truck. They want to reschedule it again. I again stated this is a life safety matter but it made no difference to them. Even when I told them that I would go to another dealer for the repairs. I did not get a positive response or any concern regarding the safety issue involved.

Since I could get no satisfaction from Bell Ford, I called Liccardi Ford Motors for my air bag repair. They are putting me on for repairs, as soon as the part is in they will give me a call.

Since this is a life safety issue, I would appreciate it if you look into the matter. This started in the month of June and now it's in the middle of August, I'm still riding in a unsafe pickup truck.

Thank you for any assistance you can provide. Should you have any questions, I can be reached at [REDACTED]

Very truly yours,

[REDACTED]
Edison, New Jersey [REDACTED]

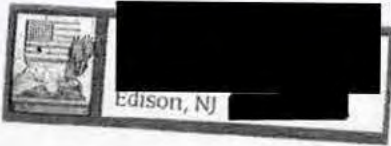
CC; Attorney General Office Trenton, New Jersey ←

Bell Ford Motors
1200 Lincoln Highway
Colonia, New Jersey
732-388-6345

STATE OF NEW JERSEY
DIVISION OF LAW
ADMINISTRATION
RECEIVED

2018 AUG 21 A 10:49

2018 AUG 24 A 11:46



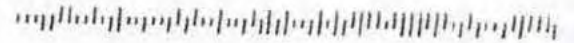
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Attorney General Office
25 Market Street
Trenton, N.J. 08611

Consumer Complaints Office



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NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS

CONSUMER SERVICE CENTER

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