



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

CL-11466930-1700

August 18, 2021

[REDACTED]
Albany, NY [REDACTED]

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

Dear [REDACTED]

On behalf of Attorney General Letitia James, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the agency shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that agency. 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,

John Van Voris

John Van Voris
Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

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OFFICE OF THE ATTORNEY GENERAL LETITIA JAMES
STATE OF NEW YORK DEPARTMENT OF LAW



BUREAU OF CONSUMER FRAUDS AND PROTECTION
The Capitol
Albany, NY 12224-0341
Tel: (518)776-2307 | Fax (518)915-7736

Consumer Hotline
(800)771-7755
TDD (800)788-9898
<http://www.ag.ny.gov>

Intake Id

Complaint Bureau

Bureau Where You Filed Your Complaint

ALBANY

Your Information

First Name

Last Name

Your Business/Organization Name

Street Address

Address Line 2

City/Town

Albany

State

NY

County

ALBA

Zip/Postal Code

Country

US

Email Address

Phone Number

Alternate Phone Number

Gender

Subject of Your Complaint

Are you complaining about a person or a company?

COMPANY

Business Name

Ford Motor Company

Street Address

Address Line 2

City/Town

State

Zip/Postal Code

Email Address

Phone Number

Website

Additional Complaint Information

Location of Incident/Transaction

Date of Incident/Transaction

Name of Product or Service

Cost of Product or Service

Method of Payment

Complaint Description

I purchased a 2018 Ford EcoSport with about 47,000 miles. The car currently has about 57,000miles and broke down on the side of the road with no warning due to a transmission problem. Luckily, my husband was driving on the street instead of the highway. Ford has had multiple class action lawsuits with cars suffering the same fate as mine and has settled instead of recalling cars with this issue.

Did you sign a contract?

Was product or service advertised?

Have you already complained to company/individual?

Has matter been submitted to another agency or attorney?

Is court action pending?

What form of relief are you seeking, e.g., refund, credit, exchange, repair?

I want Ford to recall cars with similar transmissions.

Manufacturer of Product

Street Address

City/Town

State/Town

Zip/Postal Code

Product Model or Serial Number

Warranty Expiration Date

Did Business Arrange Financing?

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. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.

The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.

The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

Signature



Date of Affirmation

08-06-2021

State of New York
Office of the Attorney General
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Albany, NY 12224-0341



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