

From: [4ME](#)
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CED](#)
Subject: ODI-11505851
Date: Tuesday, March 7, 2023 7:02:25 PM
Attachments: [REDACTED]

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From: [REDACTED]
Sent: Monday, March 6, 2023 1:35 PM
To: National Highway Traffic Safety Administration US Dept of Transportation
<nhtsa.webmaster@dot.gov>
Subject: Referral Packet for [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello

Please see attached

Thank you

CONFIDENTIALITY NOTICE The information contained in this communication from the Office of the New Jersey Attorney General is privileged and confidential and is intended for the sole use of the persons or entities who are the addressees. If you are not an intended recipient of this e-mail, the dissemination, distribution, copying or use of the information it contains is strictly prohibited. If you have received this communication in error, please immediately contact the Office of the Attorney General at (609) 292-4925 to arrange for the return of this information.



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, 7th Floor, Newark, NJ 07102
March 6, 2023



MATTHEW J. PLATKIN
Attorney General

CARI FAIS
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]
Log Number: [REDACTED]

To Whom It May Concern:

We are referring the enclosed correspondence to your office as it appears to be related to a matter that may fall within the jurisdiction of your agency.

If you have any questions regarding this referral, please contact our Consumer Service Center at AskConsumerAffairs@dca.lps.state.nj.us and reference the log number in the subject line of your email. Thank you for your assistance in this matter.

Sincerely,

Consumer Service Center
Division of Consumer Affairs
New Jersey Office of the Attorney General



PHILIP D. MURPHY
Governor

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Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
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124 Halsey Street, 7th Floor, Newark, NJ 07102



MATTHEW J. PLATKIN
Attorney General

CARI FAIS
Acting Director

Date Reviewed: 3/6/2023

Log Number: [REDACTED]

Referred To: National Highway Traffic Safety
Administration US Dept of Transportation
Complaint Status: Open - In Review

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

Consumer:

[REDACTED]
[REDACTED]
Brigantine NJ [REDACTED]
[REDACTED]
[REDACTED]

Subject: **Chapman Ford ©**
6750 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP
NJ 08234

Consumer Comments:

This is a Ford car dealership with a service center. The service center is taking advantage of people who don't understand cars. My car had an issue that my local mechanic diagnosed, and told me this issue is part of a recall and I need to bring it to a Ford for servicing. The Ford dealership in question "performed" the recall, I picked up my car and drove away. My car had the exact same issue upon leaving the dealership, so I contacted them again to bring it back in. They couldn't get me an appointment for 12 days, but I reported the issue immediately upon leaving the dealership. I was told they needed to run a diagnostic test, if the issue was deemed part of the recall, it would be free, if it was not then I would be responsible for the \$200 test. They performed the test and told me the issue was not part of the recall, so I paid and took my car home, refusing the repair. I do not know cars, so I reviewed the diagnostic test and the official Ford recall. The Ford Recall had 2 parts: resetting a system, and "replacing the purge valve as necessary". My diagnostic test shows "faulty purge valve, needs replacement". The Ford Dealership is claiming that because they closed the recall, they cannot open it again to perform the repair (which means the information they told me about the cost for the diagnostic was a lie and manipulative). They are also claiming that during the recall servicing, my purge valve came back as "excellent". Not only did my local mechanic tell me the issue was from my purge valve initially, showing that the dealership is not truthful about the purge valve test being "excellent" during their initial servicing, there is also no reasonable way that my purge valve would have passed at the dealership, and then failed as I pulled off their property the same day. Today, I know a lot about this specific issue with my car to be able to explain it. However, at the time, going from my local mechanic to the dealership, I knew nothing of these terms. There are

multiple ways to refer to the purge valve (CPV, purge valve, cannister purge valve, part of the EVAP system). All of these terms were used interchangeably, and to someone who doesn't know cars, I didnt realize this was all the same issue. If I had known, I would have been able to advocate for myself and ensure that my purge valve was inspected properly BEFORE they closed my recall, but I was trusting them to not take advantage of me or manipulate me.