



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
SYRACUSE REGIONAL OFFICE

February 7, 2024

[REDACTED]
Cleveland, 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,

Jean Ryan

Jean Ryan

Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration
Office Of Defects Investigation
West Bldg, 1200 New Jersey Ave SE
Washington, DC 20590-0001
(888) 327-4236

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



BUREAU OF CONSUMER FRAUDS AND PROTECTION
300 South State Street, Suite 300
Syracuse, NY 13202
Tel: (315)448-4848 | Fax (315)448-4851

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

Intake Id	[REDACTED]
Complaint Bureau	
Bureau Where You Filed Your Complaint	SYRACUSE
Your Information	
First Name	[REDACTED]
Last Name	[REDACTED]
Your Business/Organization Name	
Street Address	[REDACTED]
Address Line 2	
City/Town	Cleveland
State	NY
County	OSWE
Zip/Postal Code	[REDACTED]
Country	US
Email Address	[REDACTED]
Phone Number	[REDACTED]
Alternate Phone Number	
Subject of Your Complaint	
Are you complaining about a person or a company?	COMPANY
Business Name	Ford Motor Company
Street Address	PO Box 6248
Address Line 2	
City/Town	Dearborn
State	MI
Zip/Postal Code	48126
Email Address	
Phone Number	866-631-3788
Website	
Additional Complaint Information	
Location of Incident/Transaction	Cleveland, NY
Date of Incident/Transaction	2023-12-12

Name of Product or Service	Automobile
Cost of Product or Service	\$6000
Method of Payment	
Complaint Description	
	There is a leak in the cooling system and it gets into the engine. Causing the engine to fail. I took my car in for service several times for problems with the engine . It was loosing coolant. October,November and December/ 2023. This has happened to several 2018 Ford ,Escapes.
Did you sign a contract?	
Was product or service advertised?	N
Have you already complained to company/individual?	Y
How?	BY TELEPHONE
Complaint Date	2023-12-12
Person contacted	Ford Motor Company
Job title	
Nature of response	Said they can't help me.
Date of response	
Has matter been submitted to another agency or attorney?	N
Is court action pending?	N
What form of relief are you seeking, e.g., refund, credit, exchange, repair?	
	Repair
Manufacturer of Product	Ford Motor Company
Street Address	PO Box 6248
City/Town	Dearborn
State/Town	MI
Zip/Postal Code	48126
Product Model or Serial Number	Vin/ 1FMCU9GD8JU [REDACTED]
Warranty Expiration Date	2022-06-25
Did Business Arrange Financing?	N

In filing this complaint, I understand that:

- The Attorney General is not the complainant's private lawyer. The Attorney General is a public servant who protects the public from illegal or misleading practices. This complaint does not mean that the Attorney General will start a lawsuit for the complainant.
- The Attorney General cannot give me legal advice or represent me in court. If I have any questions about my legal rights or responsibilities, I should contact a private lawyer.
- The Attorney General may send a copy of my complaint, and any documents I provide, to the person or organization I mention in my complaint. I give that person or organization permission to provide information about my complaint to the Attorney General.
- The Attorney General may use information from my complaint to show that the law has been broken.
- The Attorney General works with other government agencies at the state, local, and federal levels to investigate complaints and with the police. The Attorney General may share my complaint with these agencies.

I affirm this 24th day of January, 2024, under the penalties of perjury under the laws of New York, which may include a fine or imprisonment that:

- my complaint is true;
- any documents attached are true and accurate copies of the original; and
- I understand that this document may be filed in an action or proceeding in a court of law.

Signature

[REDACTED]

Date of submission

01-24-2024

State of New York
Office of the Attorney General
Syracuse Regional Office
300 So. State St., Suite 300
Syracuse, NY 13202

FIRST-CLASS



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