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State of New Jersey

DEPARTMENT OF LAW AND PUBLIC SAFETY
DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
124 HALSEY STREET, 3RD FLOOR, NEWARK NJ

JAMES E. MCGREEVEY
Governor

DAVID SAMSON
Attorney General
RENI ERDOS
Acting Director

May 22, 2002

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

[Redacted]

Crawford, NJ [Redacted]

Re: . Ford Motor Co.
File No: 02-07746

Dear [Redacted]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety
Administration
400 7th Street, SW
Washington, DC 20590
(202)-366-0123

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervisor
Consumer Service Center

JORDAN
E-14

PDP:ss
CSC11B.frm



State of New Jersey
 DEPARTMENT OF LAW AND PUBLIC SAFETY
 DIVISION OF CONSUMER AFFAIRS
 P.O. Box 45025
 NEWARK, NEW JERSEY 07101
 (973) 504-6200
 (800)-242-5846

E-MAIL: ASKCONSUMERAFFAIRS@SMTP.LPS.STATE.NJ.US

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: CRANFORD
 STATE: N.J. ZIP: [REDACTED]
 HOME TELEPHONE NUMBER: [REDACTED]
 WORK TELEPHONE NUMBER: [REDACTED]
 E-MAIL ADDRESS: [REDACTED]

BUSINESS: FORD MOTOR CO.
 ADDRESS: [REDACTED]
 CITY: DEAR BORN
 STATE: MICHIGAN ZIP: [REDACTED]
 TELEPHONE NUMBER (1): [REDACTED]
 TELEPHONE NUMBER (2): [REDACTED]

For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|--|---|---|--|
| <input checked="" type="checkbox"/> Automotive | <input type="checkbox"/> Automotive Repairs | <input type="checkbox"/> Banking | <input type="checkbox"/> Credit Card |
| <input type="checkbox"/> Charity | <input type="checkbox"/> Direct Mail/Sweepstakes | <input type="checkbox"/> Home Repair | <input type="checkbox"/> Internet/Cyberspace |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities | <input type="checkbox"/> Telemarketing | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle | <input type="checkbox"/> Health Club | <input type="checkbox"/> Warranty | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law |
| <input type="checkbox"/> Other (specify) _____ | | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. New Used
- b. Purchased Leased
- c. Purchase Price \$24,000.00 Current Mileage 66,315
- d. Date of purchase 7/13/95 With Warranty With Service Contract As Is
- e. Make FORD Model AEROSTAR Year 1995

3. Name of company with which you dealt: DOUGLAS FORD

4. Name and title of company agents or employees with whom you dealt: YVETTE - CUSTOMER SERVICE REPRESENTATIVE -

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

I Recently discovered the paint on the roof of my vehicle was flaking off in different areas.

I went to a local body shop for an estimate and was told the cost would be around \$1700.00.

He mentioned at this time, that he had seen this problem before with other Ford vehicles.

Concerned this might be a factory flaw, I contacted Ford Motor Company in Dearborn, Michigan. I was told, they had no history of any such problem.

I then took the vehicle to a second body shop to get another estimate. Again I was told the cost of repair was around \$700.00.

Without mentioning my first experience at the previous body shop, this man told me he had seen similar problems with Ford vehicles dating around the year of my vehicle. He referred to the problem as de-lamination.

I then went back to Ford and told them what I had done and they told me they could offer no financial assistance.

6. The amount of loss involved in this complaint: \$ 700.00 . Please provide a breakdown of these losses:

To strip the roof of previous paint and resurface with a new coat.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.


Signature*

4/17/02
Date

* This certification must be signed by the person completing the form.