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EFFECTS INVESTIGATION

JAMES E. MCGREEVEY
Governor



State of New Jersey

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

COPIED

DAVID SAMSON
Attorney General
RENI ERDOS
Director

June 6, 2002

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

[REDACTED] ✓
Ridgefield, NJ [REDACTED]

566233 +

Re: Ford Motor Company
File No.: 02-08653

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the the allegations are not within our jurisdiction, we are referring this matter to:

National Highway Traffic Safety
400 7th street, S W Room 5232
Washington, DC 20590

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

Sincerely,

Patricia D Pate
Supervisor
Consumer Service Center

PDP:aro
csc11B

March 15, 2002.

HELP

Dear Sir,

I desperately need help and don't know where to turn to. Perhaps you can - If you can't help me, I don't know who can.

I'm a 76 yr. old widow for 9 years and living only on my social security check.

My 1996 Ford Contour (newly purchased) has been giving me nothing but heart ache and gigantic bills for the past 3 years. I've had just enough of this. I can't afford to buy a new car and cannot function without one. I'm very much in need of a car for medicine, grocery shopping and to get back and forth three times a week for physical therapy and also many different doctors, due to spinal stenosis and bad arthritis all over. Doctors want to operate on my spine and are not sure of the outcome.

The car ran beautiful for the first three years. Soon after the expiration of my warranty — everything seemed to go wrong. — Not fair.

I've always taken very good care of my car. Kept in a private garage and faithfully taken for 3000 mile check up. at the Ford dealers where the car was purchased (Car has only 35,000 miles now.)

Even one of the mechanics said this is very unusual and he couldn't get over it, knowing how well I take care of my car.

Please help me — I'm at wits end.
Do I have a lemon ??????

I appreciate your time and I
thank you kindly.

Sincerely,

[REDACTED]

P.S.

Enclosed, I'm sending you photo copies of 2 last bills. I also have many others saved, should you want to see them.

cc: ~~Ford Motor Company~~

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).