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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

June 4, 2002

[REDACTED]
Long Island City, NY [REDACTED]

Our File Number: CFN02 [REDACTED]
Company: ABS Brake

Dear [REDACTED]

566240+

RECEIVED
JUN 25 PM 1:04
OFFICE
DEFECTS INVESTIGATION

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

We appreciate your alerting us to this matter. We believe the organization 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 organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

[REDACTED]
Bureau of Consumer Frauds
And Protection

/cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

[REDACTED]
[REDACTED]
Long Island City, NY [REDACTED]

May 31, 2002

Attorney General's Office
120 Boardway
New York, NY 10271

Dear Sir or Madam:

I am writing this letter regarding a service I received from Ford Motor Company.

My account number with Ford Motor Company is 2FMDA514XW [REDACTED]

I write to Ford Motor Company about this problem and then I call the Corporation office and make a complaint and a customer service complaint representative say they would look into the problem and get back to me as of the date above I hadn't receive a return call are a response from the company about this problem. I also tell them that the car was sell to me without ABS brake.

I paid \$0.00 for this service.

I contacted Customer Service on May 14, 2002, and explained that the service was unsatisfactory. I tell the representative that I was have problem will the recall repair work that was does on the car. And that as I drive I car smell rubber burn. Failure to receive an appropriate response to this problem has prompted me to write directly to you.

I would appreciate your assistance in resolving my complaint. I would like Ford Motor Company to perform the service again at no charge.

Enclosed are copies of my records, including The letter I send to Ford and the receipt from wear the work was does. The Ford dealer that does the work went out of business.

I look forward to hearing from you soon regarding my problem. I would like to receive a response from you within 7 day.

Please contact me at the above address if you have questions or need additional information. I can also be contacted by phone at [REDACTED] or [REDACTED] I may be contacted by e-mail at [REDACTED]

Sincerely,

[Redacted signature block]

[REDACTED]
[REDACTED]
Long Island City, NY [REDACTED]
Account Number: Vehicle Number:2FMDA514XW [REDACTED]

May 14, 2002

Ford Motor Company
Customer Service
450 Enterprise Court
Bloomfield Hills, MI 48302

Dear Customer Service:

I am writing this letter regarding a service I received from Ford Motor Company.

I take my car to Universal Ford on northern blvd as your customer service person said to do to have a problem fix with the spring shield guard to be fix because the tire are rubbing on the spring shield guard and the service manager at the dealership refuse to look at the problem to fix it. He tell the region representative. from your company that the problem it not relation to the shield guard without even look at the car.

I paid \$0.00 for this service.

I contacted [REDACTED] at Koeppl Ford of Mineola on February 28, 2002, and explained that the service was unsatisfactory. I tell the representative that the tire was rubbing against the Shield guard that was place on the coll spring. He response was that the car was okay and he didn't service the car after that I was tell the company went out of business. Failure to receive an appropriate response to this problem has prompted me to write directly to you.

To resolve the problem, please perform the service again at no charge.

Enclosed are copies of my records, including The copy of the repair does at [REDACTED] of Mineola and the recall notice of the repair and the 10 yrs warranty that Ford say that go with the repair at the service.

I look forward to hearing from you soon regarding my problem. I will wait 14 days days before seeking further assistance.

Please contact me if you have questions or need additional information. I can also be contacted by phone at [REDACTED] or [REDACTED]. I may be contacted by e-mail at [REDACTED]

Cincinnati:



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).