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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

March 1, 2005

Thomas F. Quinn  
21 Sylvan Lane  
Port Jefferson Sta., NY [REDACTED]

Our File Number: 2005-472856  
Company: Ford Motor Corporation

Dear Thomas F. Quinn:

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]

Philip Gamma  
Bureau of Consumer Frauds  
And Protection

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

*Conaway  
3/4/05*

New York State Office of the Attorney General  
 Eliot Spitzer  
 Consumer Protection Bureau  
 120 Broadway, 3rd floor  
 New York, New York 10271  
 (212) 416-8345 (phone)  
 (212) 416-8787 (fax)

RECEIVED BY  
 CONSUMER FRAUDS BUREAU

FEB 25 2005

THE ATTORNEY GENERAL'S OFFICE  
 NEW YORK CITY OFFICE

**CONSUMER  
 COMPLAINT FORM**

1. Please Be Sure To Complain To The Company Or Individual Before Filing.
2. Please Type Or Print Clearly In Dark Ink.
3. You Must Complete The Entire Form. Incomplete Or Unclear Forms Will Be Returned To You.
4. Make Sure You Enclose Copies Of Important Papers Concerning Your Transaction.

<b>CONSUMER</b>			
YOUR NAME [REDACTED]		HOME PHONE [REDACTED]	
STREET ADDRESS [REDACTED]		BUSINESS PHONE N/A	
CITY/TOWN Port Jeff Station	COUNTY Suffolk	STATE Ny	ZIP [REDACTED]
<b>COMPLAINT</b>			
NAME OF SELLER OR PROVIDER OF SERVICES Ford Motor Corporation		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
STREET ADDRESS 16800 Executive Plaza Dr. P.O. Box 6248		STREET ADDRESS	
CITY/TOWN Dearborn	STATE ZIP MI, 48121	CITY/TOWN	STATE ZIP

TELEPHONE NUMBER 1-800-392-3673		TELEPHONE NUMBER	
DATE OF TRANSACTION 7/20/04 * 11/8/04	COST OF PRODUCT OR SERVICE \$ 2,319.54 total	HOW PAID (Check those which apply) Cash ___ Check ___ <input checked="" type="checkbox"/> Credit ___ Card ___ Other _____	
DID YOU SIGN A CONTRACT? ___ Yes <input checked="" type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT? N/A	DATE SIGNED N/A	
WAS PRODUCT OR SERVICE ADVERTISED? ___ Yes <input checked="" type="checkbox"/> No	WHERE WAS IT ADVERTISED? N/A	DATE ADVERTISED N/A	
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) Please see attached letter.			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL <input checked="" type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input checked="" type="checkbox"/> In Person		PERSON CONTACTED Numerous	JOB TITLE
NATURE OF RESPONSE Unable to assist (dealer); Main company will not assist		DATE OF RESPONSE	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) <input checked="" type="checkbox"/> Yes ___ No			
IS COURT ACTION PENDING? (Please describe as necessary) ___ Yes <input checked="" type="checkbox"/> No			
ADDITIONAL INFORMATION			
MANUFACTURER OF PRODUCT Ford Motor Company		PRODUCT MODEL OR SERIAL NUMBER 1997 Mercury Grand Marquis 1996 Lincoln Town Car	

ADDRESS Please see previous page	WARRANTY EXPIRATION DATE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

## BRIEFLY DESCRIBE YOUR COMPLAINT

The intake manifold cracked on both my 1997 Mercury Grand Marquis and 1996 Lincoln Town Car. Manifold for these years were made of plastic. The company is only fixing these issues for livery services and police agencies.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

I would like to be reimbursed in full for the money layed out for the correction of both manifolds.

WHO REFERRED YOU TO THIS OFFICE?

Internet

**READ THE FOLLOWING BEFORE SIGNING BELOW**

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, cancelled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

**NOTE:** In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: \_\_\_\_\_

Date: 2/17/05

[REDACTED]  
Port Jefferson Station, NY [REDACTED]  
Ph. [REDACTED]

February 17, 2005

New York State Office of the Attorney General  
Eliot Spitzer  
Consumer Protection Bureau  
120 Broadway, 3<sup>rd</sup> Floor  
New York, NY 10271

RE: 1997 Mercury Grand Marquis - defective plastic intake manifold - Ford refuses to replace.

1996 Lincoln Town Car - defective plastic intake manifold - Ford refuses to replace.

To Whom It May Concern:

I own a 1997 Mercury Grand Marquis as well as a 1996 Lincoln Town Car which BOTH have had defective plastic intake manifolds within the past four months. Talk about bad luck! Ford refuses to take responsibility in reimbursing me for BOTH of these defective manifolds. Ford and Mercury are virtually the same vehicles; both makes have models that are almost indistinguishable, other than a few cosmetic details.

In the timeframe July 20, 2004 to November 8, 2004, the manifolds in BOTH my 1997 Mercury Grand Marquis and 1996 Lincoln Town Cars have cracked. In BOTH instances, I was driving down the road when the temperature gauge began to run hot and white smoke poured out of the hoods of both cars, emitting the smell of engine coolant. BOTH automobiles had to be towed to my mechanic's shop. **The cost incurred to me to repair BOTH cracked manifolds was \$ 2,319.54.** I am presently on social security disability because I suffer from a very rare and debilitating disease. My wife and I live on a fixed income and have now been placed in debt due to BOTH these defective manifolds having to be replaced.

Apparently the Ford Motor Company refuses to acknowledge the close relationship that these car companies have. Prior to 1996 a "brilliant" engineer at Ford had the bright idea to make the intake manifolds of the 4.6L engine out of plastic. Ford's claim for endorsing such an idea was based on the claim it was to make the manifold easier to manufacture and easier to place on the engine.

This was a very radical concept in engine design. In order to overcome the heat generated by the engine, that would melt the new plastic manifold, the engineers decided to route the coolant system through the manifold. Running the coolant system of a vehicle through the intake manifold could present a problem. The coolant system in BOTH of my vehicles running through the plastic intake manifold **does pose a problem**, especially when the manifold cracks. When the manifold cracks, the compromised coolant system of the car empties its entire contents on the engine. This results in engine overheating.

Evidently these manifolds crack, and they crack a lot. They fall so often that Ford issued a recall (Technical Service Bulletin Number 01M02) on certain 1996 - 2001 Crown Victoria Police Interceptors, certain 1996 - 2001 Crown Victoria Taxis, certain 1996 - 2001 Lincoln Town Car Limousine and Livery Vehicles with 4.6L SOHC engines. I also learned online that they recalled the intake manifold on the Thunderbird and Mercury Cougars built in 1997 also.

The Ford Motor Company is not accepting responsibility for BOTH of my defective manifolds; **I have had to incur a cost in repairs for both cars, totaling \$ 2,319.54.** I have attached for your records the bills for BOTH manifold replacement jobs. I am requesting that Ford Motor Company reimburse me in full, \$2,319.54, for the cost of replacing BOTH these defective manifolds.

My wife and I have been loyal customers and would have never considered purchasing a different brand of automobile until now. I am requesting that Ford Motor Company "do the right thing" and reimburse us, "the little folks" who support this company through numerous purchases. As I referenced in an afore-mentioned paragraph, I truly believe I am entitled to FULL REIMBURSEMENT FOR BOTH MY DEFECTIVE MANIFOLDS, as the individuals who were able to benefit from the Technical Service Bulletin Number 01M02.

Ford knows that the intake manifolds in BOTH of my automobiles are defective manifolds; they have replaced the exact part on cars that are nearly identical. As a Mercury customer, I have called and complained, wrote letters, and vowed never to buy another Ford product unless I receive full reimbursement for BOTH the defective manifolds. By not acknowledging the numerous issues pertaining to ALL the defective manifolds, for ALL owners, is an injustice. To date, Ford's response to the individuals such as myself has been that they have thumbed their proverbially noses at me and other loyal customers.

I look forward to hearing from a representative from your agency. Please feel free to contact me at my home number 631-474-8554. Thank you for your prompt attention with respect to this issue.

Very truly yours,



Attachments: (2) repair bills

**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).**