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LINFIELD
PA.December 11th, 2004.

Mr. F. M. Ligon
Director, Service Engineering Operations

Customer Relations Center
Ford Motor Company
16800 Executive Plaza Drive
P. O. Box 8248
Dearborn, MI 48121

The Director,
National Highway Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Your Ref.: Vehicle ID #: 4M2ZU86W82

Dear Sir:

Re: Persistent Problem with 2002 Mercury Mountaineer SUV
(VIN #: 4M2ZU86W82, J13970).

I refer you to my letter dated October 26th 2004, and reference to a number of discussions I have had with you office from October 11th, 2004, I have still not received ant formal response from yourselves regarding the problems identified in my last correspondence. A copy is attached.

I would be grateful if you could confirm with me if Ford Motor Company (Ford) has received similar complaints from customers and, if so, the number of complaints and how these problems are being rectified.

I have called the Customer Relations Center on many occasions, and each time, the response I receive has been equivocal. Everyone is avoiding to confirm whether or not such problems have been reported to Ford. I would assume that, from when I made the initial complaints, the Customer Relations Center would have had ample opportunity to check their records and give a conclusive response.

The main problem: The sudden (and continuous flow) of very hot air from the floor air vents, regardless of the temperature setting. The main Ford dealership here has not been able to solve the problem and I understand that they are not sure about what is happening.

The National Highways Safety Administration is being copied on this letter in order to create awareness of the problem.

Also, I we don't hear from Ford with a reasonable time, then we will pass this information to our lawyers to demand a formal response to the problems. I am assuming that there may be a cluster of such problems, and a class action lawsuit may be the ultimate solution.

Again, for the records, a copy of my last correspondence was forwarded to my local Ford dealership, John Kennedy Ford, 3189 West Ridge Pike, Pottstown, PA, 19464 (tel.: 610-495-7100). I have not received any response from them.

EXECUTIVE SECRETARIAT

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NATIONAL HIGHWAY SAFETY ADMINISTRATION

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Looking forward to your response.

Thanks,

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CC:

- Mr. F. M. Ligon, Director, Service Engineering Operations.
- The Director, National Highway Safety Administration, Washington, DC.

LINFIELD
PA,

October 26th, 2004.

Customer Relations Center
Ford Motor Company
18800 Executive Plaza Drive
P. O. Box 6248
Dearborn, MI 48121

Mr. F. M. Ligon,
Director, Service Engineering Operations.

Your Ref.: Vehicle ID #: 4M2ZU86W82.

Copy

Dear Sir:

Re: Persistent Problem with 2002 Mercury Mountaineer SUV
(VIN #: 4M2ZU86W82)

Further to my discussion with your office on October 11th, 2004, I am writing to formally request that Ford divulges to me and its dealerships if the problems identified below (and as discussed in my aforementioned call to Ford) are widespread, and what number of similar complaints that Ford (and its consumer services or such designated or responsible department) may have received from consumers and/or dealerships on these issues.

In my last conversation with Ford, I was left unsure if Ford has or has not received such complaints from owners and/or dealerships about Ford Mercury Mountaineer SUV or Ford Explorer SUV or the other vehicles in the Ford family of vehicles.

The key problems are:

Problem 1: Sudden flow of very hot air from the air vents:

This problem surfaced in May/June 2004 and, initially, this happens when the air condition is off, and the air blower (or fan) turned on. However, this now happens even with the air condition turned on.

While driving, even with a cold setting for the air condition (i.e. temperature setting around the 60 mark), the floor vents ONLY suddenly begin blowing very hot air. These happen with all floor vents. Initially, we could stop this by changing the setting of the thermostat, wait for a while and re-set it back to the original temperature setting. This would clear the problem for a while! However, this problem is now frequent and, whenever it occurs, changing the thermostat setting does not halt the problem! You have to shut down the whole air/ventilation system.

I took this problem to the Ford Dealership in Pottstown (PA). This was in June/July 2004 when the problem was infrequent. I understood that the technician left the car running for a while, turned the AC on, and could not replicate the situation. During our holiday trip in August 2004, the problem was no longer infrequent, and I contacted my local Ford dealership to re-assess the problem. We have not been able to find a mutually convenient time to drop off the vehicle at a time when the electrical technician would be available to do the diagnosis.

Problem 2: Sweet Smell In the Vehicle:

There is often a sweet smell in the vehicle. (The smell is similar to the sweet smell of the chemical compound "esters". I wonder if there are any chemical leaks to (or chemical contamination on) the AC or ventilation system.

Also, I would appreciate if Ford could provide whatever information it has to the local dealership to assist them in diagnosing and providing remediation to these problems.

I am copying this email to the services department of my local Ford dealership.

Thanks,

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CC:

- Mr. F. M. Ligon, Director, Service Engineering Operations.
- Service Manager, John Kennedy Ford, 3189 West Ridge Pike, Pottstown, PA, 19464. (tel.: 610-495-7100)