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January 24, 2006

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OFFICE OF
DEFECTS INVESTIGATION

NHTSA Headquarters
400 Seventh Street, SW
Washington, DC 20590
Attn: Office of Defect Investigations

To the Investigation Official,

I am attempting to bring to your attention a defect in the Ford Motors, Inc. engine produced at the Romeo Engine Plant, Romeo Michigan. The same defect is also occurring from those produced at the Windsor Plant, Windsor, Ontario Canada.

The defect is of sufficient magnitude that I believe it warrants a recall. The package I have provided is the culmination of many hours spent gleaning as much as I could find on the defect and its history. I also believe Ford Motor Company knows the extent of this problem, as shown in the documentation, and is being "slow" in admitting this to your agency and the consumer. I will admit the difficulty I had with the limited resource of the Internet and Ford's ability to keep this quiet. Also, I can't verify the validity of alot of what is written, so much of this is simply to show the history of what went wrong and a sample of the thousands of complaints.

Enclosure (1) is a copy from your website of the summary of the defect. The NHTSA item number is: 637964. Ford's service bulletin numbers for this defect are TSB 03-06-02, TSB 01-21-10, TSB 02-01-04, TSB 02-21-13, and 02-22-07. The Service Bulletin number from your site is Service Bulletin number: 15850.

Enclosure (2) is a copy of the TSB 02-22-07 for the **CYLINDER HEAD DECK LEAK**.

I believe Ford realized they had this problem as early as 1999, when F-150 truck owners started to need warranty repairs when their vehicles reached on average, 20,000 miles. The defect always had the same pattern. Oil leaks from the Right-Rear head gasket to engine block interface. In researching fleet operations, police departments, I found many of the departments putting out bids for this repair. Scott Clark of Ford Motor Company's Commercial Vehicle Operations addressed this defect in his NAFA LEG presentation in August 2003. There is a specific mention of the defect and I don't believe it would have been included in the report if it weren't at the top of the list of Commercial Vehicle issues. This is shown in Enclosure (3).

In researching the problem I started to see a pattern as to the cause of the defect. Although this part of the document has no bearing on the outcome of your investigation, it is part of the history of the defect.

From what I was able to "read between the lines", the problem has two facets. One, there was a problem in the dunnage or packing material and the way the cylinder heads were placed on the pallets. The cylinder heads were being damaged by the robotic placement system. Ford has upgraded this system in

M. Clark
2/10/05

December 2003 along with other upgrades to an amount of \$150 million at the Romeo plant. The problems are addressed in the Robotic Solutions company, Brahtech's; Press release dated March 18, 2004. This is shown in Enclosure 4. The other cause of the defect is the head gasket. The original gasket used from 1998-2001 didn't seat properly and was intolerant to contamination such as dirt, hair, metal chips, etc. The new replacement gasket is supposed to eliminate this problem and also seal better around the high-pressure oil port, which is why there is an oil leak. Documentation of complaints showing this may be a "Band-Aid" repair is included further.

Repair Technicians, Ford Service Centers, and Dealers are facing many changes to their operations with respect to warranty service. Less time is being given for warranty repairs. In 2002, technicians doing repairs were required to show, through the last four digits of their social security numbers, that they were best suited, time wise to do specific warranty repairs. The technicians have been rumoring about becoming union.

Some of the technicians have started websites disclosing Ford practices and complaints. During a chat room exchange with technicians on July 18, 2002, Steve DeAngella, Ford, was asked specifically about quality problems and more specifically about the 4.6 and 5.4 leaks from a technician who said, "we never had this problem before". Enclosure 5, is a copy of some of the questions asked. Ford has since started to control what a technician can say about internal problems. Enclosure 6, is an excerpt from a Dealer Forum about the changes, the cost to them and methods used by Ford for warranty repairs. Again, all of this is for historical information and I can't verify the truth. But with the advent of the internet, I believe people want to express their concerns to their peers and I believe the validity of their writings for the most part. Enclosure 7 was written by a disgruntled technician about the Fix It Right the First Time (FIRTFT) program and how it relates to defects.

Enclosure 8 is 43 pages of 4.6L and 5.4L owner nightmares and how Ford "took care" of them. Not all had bad experiences, but the bad ones are about 9 to 1. It is in this enclosure that the true picture starts to emerge. These people are looking for help. They are truck owners and appear to have formed an alliance and this is the reason I picked this forum from the hundreds available. I believe it paints a true picture of why many believe the repair doesn't work and the horror stories of those that had it done.

Enclosure 9 is an excerpt from a September 2001 letter from the Center for AutoSafety about the same defect in the 3.8L V6 engines from 1988-1995. It appears that Ford doesn't learn from their past mistakes.

APPENDIX

My Complaint:

I am also a victim of this problem. A copy of the (2) invoices is enclosed. I took my Grand Marquis, w/ 4.6L Romeo engine, in under warranty, at 36,873 miles. I told the service manager that the car was leaking oil out of the right, rear area of

the head, near the valve cover. They replaced the valve cover gasket. About six or so months later my wife said she still smells oil burning. Since I don't drive the car, I didn't get to it right away. I change my own oil, so I never noticed the leak from under the front of the car. The oil never leaked down, but actually made its way to the rear of the car by the muffler. The original warranty repair for the oil leak was out of warranty (1 year), so in taking the car in this time, I had to use my extended warranty.

I honestly believe the technician misdiagnosed the original warranty repair. Why would the oil now be coming from the same area, but from between the cylinder head and engine block this time? I asked for Ford to pick up the cost of this repair and was informed they wouldn't. I consider myself lucky to only be out \$100 deductible. Many of the people in the forum for Enclosure 8 are out \$1,500 or more and the loss of the use of the vehicle. One last observation is the inconsistency of Ford in handling the same problem for the owners.

Please enter me into the database for this complaint. Your agency is the only way we have to find the true numbers of these repairs. I read where some technicians are doing this repair full time.

Ridgecrest,

(1) ENCLOSURE (1)

Summary:

SOME VEHICLES MAY EXHIBIT AN ENGINE VIBRATION AT 1100-1500 RPM. *TT

Check to Request Research. Submit below.

Make : MERCURY Model : GRAND MARQUIS Year : 2001

Manufacturer : FORD MOTOR COMPANY

Service Bulletin Num : 0297

Date of Bulletin: MAY 13, 2002

NHTSA Item Number: 636099

Component: EXTERIOR LIGHTING:TURN SIGNAL

Summary:

SOME VEHICLES PRODUCED BEFORE 3/5/2002 MAY EXHIBIT AN INTERMITTENT RAPID FLASHING OF THE TURN SIGNALS. *TT

Check to Request Research. Submit below.

Make : MERCURY Model : GRAND MARQUIS Year : 2001

Manufacturer : FORD MOTOR COMPANY

Service Bulletin Num : 15650

Date of Bulletin: MAY 01, 2002

NHTSA Item Number: 637694

Component: ENGINE AND ENGINE COOLING:ENGINE:GASOLINE

Summary:

SOME VEHICLES EQUIPPED WITH A 4.6L ROMEO ENGINE MAY EXHIBIT A SLIGHT OIL LEAK OR WEEP AT THE CYLINDER HEAD TO BLOCK JOINT. *TT

Check to Request Research. Submit below.

[Request Research](#)

Results : 78 | 16 - 30 Displayed

[First](#) | [Prev](#) | [Next](#) | [Last](#)



SOME VEHICLES MAY EXHIBIT AN INOPERATIVE ENGINE COOLING FAN. *TT

Component Description:
IN OPERATIVE ENGINE COOLING FAN

Vehicle: 2001 Mercury Grand Marquis

Summary:

SOME RETAIL CUSTOMERS MAY PERCEIVE THE OPERATION OF THE DASH LIGHT DIMMING FEATURE AS BEING FAULTY. *TT

Component Description:
ENGINE AND ENGINE COOLING SYSTEMS

Vehicle: 2001 Mercury Grand Marquis

Summary:

SOME VEHICLES EQUIPPED WITH A 4.6L ROMEO ENGINE MAY EXHIBIT A SLIGHT OIL LEAK OR WEEP AT THE CYLINDER HEAD TO BLOCKJOINT. *TT

Component Description:
EXTERIOR BODY/PURCHASE AND ATTACHMENTS

Vehicle: 2001 Mercury Grand Marquis

Summary:

SOME VEHICLES MAY EXHIBIT A SQUEAK / CREAK NOISE COMING FROM THE LEFT FRONT OR RIGHT FRONT DOOR HINGE AREA. *TT

Component Description:
EXTERIOR BODY/PURCHASE AND ATTACHMENTS

Vehicle: 2001 Mercury Grand Marquis

Summary:

SOME VEHICLES MAY EXHIBIT AN OVERSPEED WARNING CHIME ACTIVATION WHEN TRAVELLING ABOVE 70 MPH / 110 KPH. *TT

Automotive Recalls and Technical Service Bulletins for 2001 Mercury Grand Marquis V8-281 4.6L VIN 9 SFI.

Provided by ALldata



[Click Here For Full Technical Service Bulletins, Recall Information & More](#)

/zone_tsb.pl?

Bulletins for 2001 Mercury Grand Marquis V8-281 4.6L VIN 9 SFI

Safety Recalls

TSB Number	Issue Date	TSB Title
1. 01S21	JUL 01	Recall - Outboard Seats Belt May Not Fully Latch
2. 00S54	DEC 00	Recall - Restraint Control Module Inspection
3. 00S26	SEP 00	Recall - Personal Safety (Restraint) System Defect

Service Bulletins

TSB Number	Issue Date	TSB Title
1. 03-26-1	JAN 04	A/T - 4R70W Needle Bearing/Race Kit Service Tip
2. 03-25-6	DEC 03	Engine - Ticking Noise When Idling
3. 03-23-2	NOV 03	Body - Exterior Mirror Glass/Motor Service Tips
4. 03-22-8	NOV 03	A/C - Lack of Cooling/Low Air Flow From Vents
5. 03-20-3	OCT 03	Emissions - MIL ON/DTC's Stored/Check Fuel Cap Lamp ON
6. 03-19-3	SEP 03	Lighting - Excessive Moisture in Headlamp Assembly
7. 03-18-1	SEP 03	Keyless Entry System - Service Tips
8. 03-15-7	AUG 03	Engine - Timing Chain Grinding Noise
9. 03-15-1	AUG 03	Rear Window Defroster - Inoperative
10. 03-14-4	JUL 03	Ignition System - Engine Misfire Diagnostic Tips
11. 03-11-6	JUN 03	Electrical - Wiring Soldering/Crimping Tips
12. 03-7-2	APR 03	Wipers/Washers - Wiper Motor Transfer Tips
13. 03-6-2	MAR 03	Engine - Oil Leak From R/R Cylinder Head Gasket
14. 03-6-3	MAR 03	Exhaust/Emissions - Sulfur/Rotten Egg Exhaust Smell
15. 02-21-13	OCT 02	Engine - Cylinder Head Straightedge Surface Check
16. 02-20-8	OCT 02	A/C System - Diagnosis and Service Tips
17. 02-17-6	SEP 02	A/T - Inadvertent Shift Interlock Disabling
18. 02-17-5	SEP 02	Air Bag System - Advanced Restraint Deployment Strategy
19. 02-16-4	AUG 02	Audio System - Whining/Buzzing Noise From Speakers
20. 02-13-6	JUL 02	Stoplamps/Shift Interlock - Inoperative
21. 02-11-4	JUN 02	Aluminum Engine - New Cleaners/Service Tips
22. 02-11-2	JUN 02	Brakes - Excessive Brake Dust on Wheels
23. 02-9-7	MAY 02	Turn Signals - Intermittent Rapid Flashing
24. 02-7-4	APR 02	Door Hinge - Squeak/Creak Noise
25. 02-5-4	MAR 02	Accessory Drive Belt - Slips Off Pulley When Wet
26. 02-4-5	FEB 02	Battery - Charging Tips and Guidelines
27. 02-2-3	FEB 02	Engine - Aluminum Block/Head Machining
28. 02-2-2	FEB 02	Intake Manifold - Cross-Over Channel Coolant Seepage
29. 02-1-4	JAN 02	Engine Head Gasket - Approved Replacement Procedures
30. 02-1-9	JAN 02	Engine Oil - Oil Recommendations/Applications
31. 02-1-6	JAN 02	Wheels/Tires - Road Force Measurement Equipment
32. 01-24-6	DEC 01	Engine - Oil System Priming Procedures
33. 01-23-6	NOV 01	Engine Coolant - Propylene Glycol Recommendations
34. 01-21-13	OCT 01	Ignition Switch - High Turning Effort/MIL ON/DTC's Set
35. 01-21-3	OCT 01	Turn Signals - Intermittent Flashing
36. 01-20-5	OCT 01	Driveability - Vacuum Leak Detection
37. 01-18-9	SEP 01	Fuel Filler Door - Poor Fit/Pops Open

**ENGINE—CYLINDER HEAD DECK LEAK—4.6 AND
5.4L ENGINES—NEW "SERVICE-ONLY" GASKET AND
CYLINDER HEAD KITS AVAILABILITY**

Article No.

02-22-7

03-06-02 ALSO

FORD: 1999-2003 E SERIES, EXPEDITION, F-150, SUPER DUTY F SERIES
2000-2001 EXCURSION

LINCOLN: 1998-1999 NAVIGATOR

ISSUE

Some vehicles equipped with the Romeo built 4.6L 2V engine or 5.4L 2V Windsor engine may exhibit an oil leak or oil weepage from the cylinder head gasket at the right hand rear or the left hand front of the engine. Oil weepage is not considered detrimental to engine performance or durability. An oil leak may be caused by metal chip debris lodged between the head gasket and the block, chip debris between the cylinder head and the head gasket, or by damage to the cylinder head sealing surface that occurred during the manufacturing process.

ACTION

Once an oil leak is verified with a black light test at the head gasket joint, replacement of the head gasket can be performed. If the head was damaged by chip contamination, the head should be replaced. A revised "Service-Only" gasket is now released for both of these cases.

SERVICE INFORMATION

Cylinder heads damaged by brinelling (depression marks from original gasket) of the head may still be re-usable. The revised "Service-Only" gasket has a feature by which the embossed sealing area does not follow the same sealing path as the original gasket. This area is surrounding the high pressure oil feed (HPOF) area. It is triangular in shape and is found in the rear of the passenger side cylinder head, or, in the front of the drivers side cylinder head (Figures 1 and 2).

Required for service are:

- A straightedge (machine flatness toleranced to 0.0002" per foot in length) (available from Snap-On or as provided by Ford Motor Company)
- Motorcraft Silicone Gasket Remover (ZC-30)
- Metal Surface Prep (ZC-31)
- Service-only gasket (3U7Z-8051-BA for drivers side and/or 3U7Z-8051-AA for passenger side) with the new embossed area

The cylinder head and block decks should be cleaned before performing a flatness check. Dark metal stains below the surface of the metal are normal. Do not attempt to polish off the stains with grinders or scrapers. Use a plastic scraper (or plastic ice scraper or equivalent) to pull away any residual silicone RTV with ZC-30 and ZC-31 applied in sequence.

The Workshop Manual and Service Labor Time Standards have been recently updated for the 2003 F-150 and Expedition with instructions to remove the engine prior to removing the cylinder head. Remaining vehicles and model years will be updated soon.

Service Labor Time Standards allow for extra time in engine removal and cylinder head deck leak repair out of vehicle (2003 F-150/Expedition). Note that for remaining vehicles, follow the Warranty and Policy Manual.

The engine should be allowed to cool before removing the head or warpage may occur in deck flatness.

Cylinder Head Kits are also available for the affected vehicles. Refer to the application chart for part numbers (Figure 3).

Cylinder Head Kits include:

- Complete Head assembly, with Cam and Valves
- Head Bolts
- Service Only Head Gasket
- Both Intake Gaskets
- Exhaust Gasket
- One Rocker Cover Gasket
- One set of Exhaust Studs and Nuts

If it is found that only one head is leaking, it is not necessary to remove the other head. Only repair the side for which leakage occurs.

Article No. 02-22-7 Cont'd.

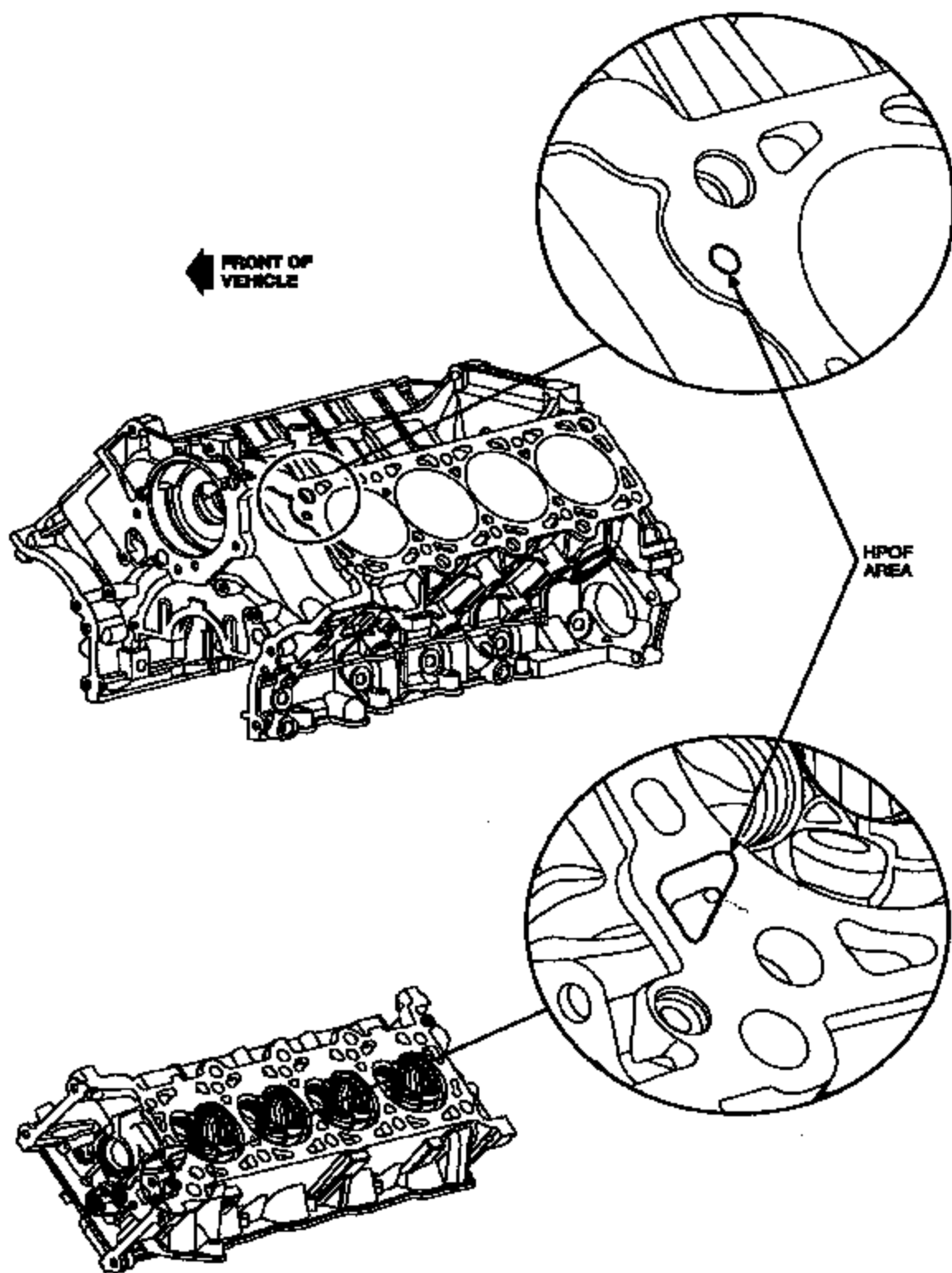
For detailed information on these subjects refer to previous articles on general cylinder head gasket repairs, machining of aluminum heads and blocks, gasket cleaners/removers, and straightedge procedures.

OTHER APPLICABLE ARTICLES: 01-12-2,
01-21-10,
02-1-4, 02-11-4,
02-21-13,
02-2-3

WARRANTY STATUS: INFORMATION ONLY
OASIS CODES: 401000, 402000, 403000, 490000,
497000, 499000

PART NUMBER	PART NAME
ZC-30	Motocraft Silicone Gasket Remover
ZC-31	Metal Surface Prep
8U72-8061-BA	Service Only Head Gasket - Left
8U72-8061-AA	Service Only Head Gasket - Right

DRIVERS SIDE (LEFT BANK)

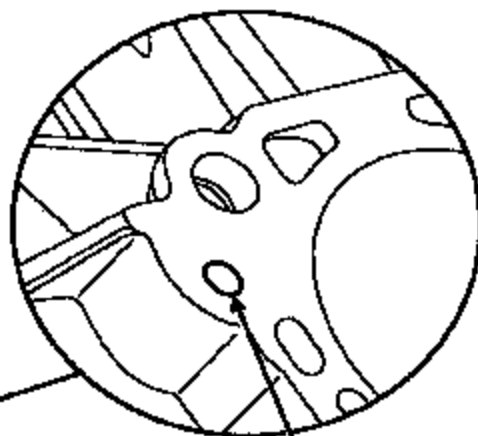
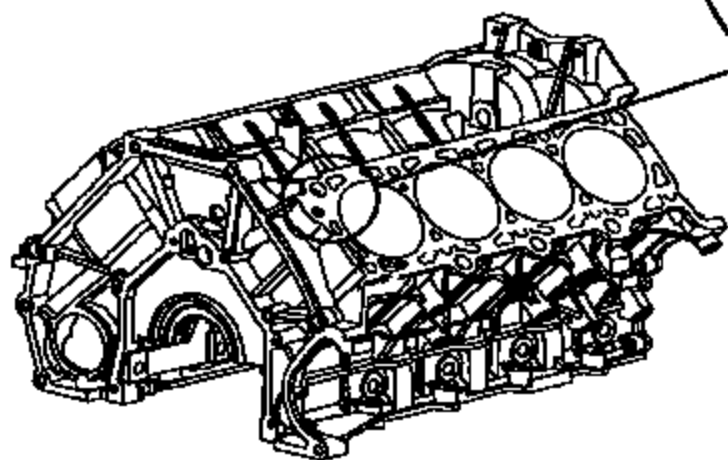


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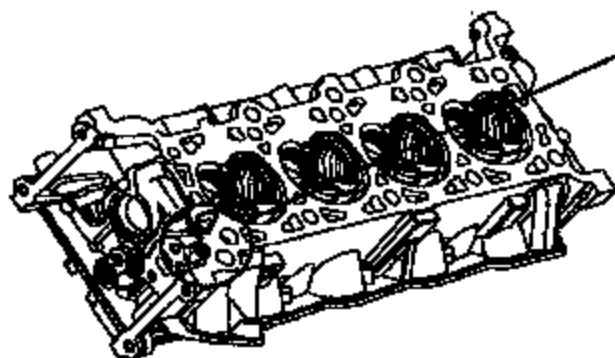
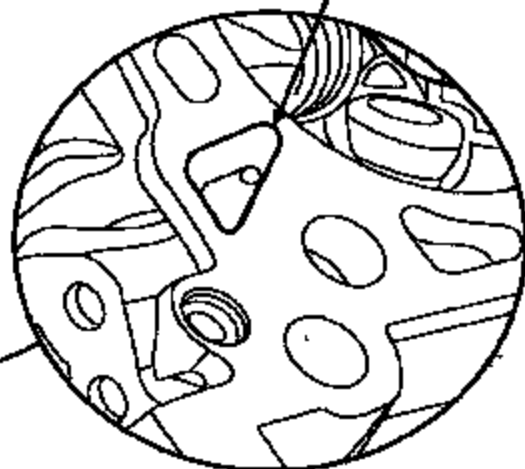
Figure 1 - Article 02-22-7

PASSENGER SIDE (RIGHT BANK)

FRONT OF
VEHICLE



HPOF
AREA



TB-8871-B

Figure 2 - Article 02-22-7

ROMEO PRODUCED ENGINES

PART DESCRIPTION	YEAR	SERVICE NUMBER	VEHICLE	ENGINE
RIGHT HAND	1999-2000	XL3Z-6049-BARM	E-SERIES	4.6L
	1997-2000		F-SERIES	4.6L
	1997-1998		EXPEDITION	4.6L
LEFT HAND	1999-2000	XL3Z-6049-AARM	E-SERIES	4.6L
	1997-2000		F-SERIES	4.6L
	1997-1998		EXPEDITION	4.6L
RIGHT HAND (POWER IMPROVED)	2001	1L2Z-6049-BARM	E-SERIES	4.6L
	2001		F-SERIES	4.6L
	2001		EXPEDITION	4.6L
LEFT HAND (POWER IMPROVED)	2001	1L2Z-6049-AARM	E-SERIES	4.6L
	2001		F-SERIES	4.6L
	2001		EXPEDITION	4.6L

WINDSOR PRODUCED ENGINES

PART DESCRIPTION	YEAR	SERVICE NUMBER	VEHICLE	ENGINE
RIGHT HAND	1997-1999	XC2Z-6049-AARM	E-SERIES	5.4L
	1997-1999		F-SERIES	5.4L
	1997-1999		EXPEDITION	5.4L
	1998		NAVIGATOR	5.4L
	1997-1999		E-SERIES	4.6L
	1997-1999		F-SERIES	4.6L
LEFT HAND	1997-1999	XC2Z-6049-CARM	E-SERIES	5.4L
	1997-1999		F-SERIES	5.4L
	1997-1999		EXPEDITION	5.4L
	1998		NAVIGATOR	5.4L
	1997-1999		E-SERIES	4.6L
	1997-1999		F-SERIES	4.6L
RIGHT HAND (POWER IMPROVED)	1999-2000	XL3Z-6049-CARM	NAVIGATOR (2V)	5.4L
	1999-2001		F-SERIES	5.4L
	1999-2001		EXPEDITION	5.4L
	2000-2001		E-SERIES	5.4L
	2000-2001		EXCURSION	5.4L
	2001		F-150-CREW CAB	4.6L
LEFT HAND (POWER IMPROVED)	1999-2000	XL3Z-6049-DARM	NAVIGATOR (2V)	5.4L
	1999-2001		F-SERIES	5.4L
	1999-2001		EXPEDITION	5.4L
	2000-2001		E-SERIES	5.4L
	2000-2001		EXCURSION	5.4L
LEFT HAND (POWER IMPROVED)	2001	2F3Z-6049-AARM	F-150-CREW CAB	4.6L
RIGHT HAND (CNG/NGV/LPG)	1997-1999	2C2Z-6049-AARM	E-SERIES	5.4L
	1997-1998		F-SERIES	5.4L
LEFT HAND (CNG/NGV/LPG)	1997-1999	2C2Z-6049-BARM	E-SERIES	5.4L
	1997-1998		F-SERIES	5.4L
RIGHT HAND (POWER IMPROVED) (CNG/NGV/LPG)	2000-2001	2L3Z-6049-AARM	E-SERIES	5.4L
	1999-2001		F-SERIES	5.4L
RIGHT HAND (POWER IMPROVED) (CNG/NGV/LPG)	2000-2001	2L3Z-6049-BARM	E-SERIES	5.4L
	1999-2001		F-SERIES	5.4L

TR-9572-E

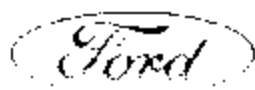
Figure 3 - Article 02-22-7

NOTE: The information in Technical Service Bulletin is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedure should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford, Lincoln, or Mercury dealership to determine whether the Bulletin applies to your vehicle.

10000 N. 10th Street, Suite 100
Scottsdale, Arizona 85258

Scott Clark
Commercial Vehicle Operator

10000 N. 10th Street, Suite 100
Scottsdale, Arizona 85258



ENCLOSE (3)



Service Bulletin # 13-001

Issue Date: 02/21/13

- Head gasket intolerant to manufacturing variations
admi
- Revised processes at Romeo Engine Plant
- Changes to head gaskets - 1 valve in 2002
- 46L Head Gasket Oil Leak
 - TSB 03-06-02 – New Service Only Gasket
 - TSB 04-21-10 – Head assembly kit w/ gaskets
 - TSB 02-04-04 – Head gasket service procedures
 - TSB 02-21-13 – Straighten/edge Procedures for
checking cylinder head and block flatness



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Press Releases

2003

2002

2001

For Immediate Release - March 18, 2004

Braintech Completes Eight Installations At Ford Motor Co. And Receives Order For Three 3D-Vision Guided Robotic Solutions At Ford Plant In Michigan

NORTH VANCOUVER, B.C., - (Canada News Wire)- March 18, 2004 - Braintech, Inc. (NASDAQ-OTCBB:BRHI) (OTCBB:BRHI), a pioneer in Vision Guided Robotics ("VGR"), announced approved installations of eight more 3D-VGR systems at two Ford Motor Company (NYSE:F) plants in Canada, bringing the total Braintech installations at those two facilities to over 20. Additionally, Braintech announced it has received purchase orders for three new systems to be installed at a Ford plant in Romeo, Michigan. Ford recognized the exceptional technical achievement of the ABB/Braintech SC3D(TM)-VGR systems with the Henry Ford Technology Award in September 2003.

The VGR systems include robots manufactured by ABB Inc.'s Robotic, Automotive and Manufacturing Group (NYSE:ABB), a global leader in flexible factory automation and a Braintech product development and marketing partner. The sale to the Romeo plant was arranged under the joint Braintech/ABB marketing agreement, announced earlier this month. ABB's Robotic, Automotive and Manufacturing group is a leading supplier of robots, robotic systems and automation systems to the automotive, manufacturing and consumer industries, with more than 120,000 robots installed worldwide.

Owen Jones, Chief Executive Officer of Braintech, observed, "Working closely with ABB we are able to deliver VGR systems that meet the rigorous demands for near 100% reliability that the automakers require. In addition to our combined commitment to total systems quality, ABB has the global infrastructure to properly handle increasing customer demand".

At Ford's Windsor, Ontario plant, where V8 and V10 engines are produced for the Ford F150 pickup truck and other vehicles, six systems were installed during the plant's December 2003/January 2004 holiday break. Four systems are dedicated to robots handling cylinder heads that are destined for machining, an early stage in the manufacturing process. The Braintech cameras and software direct the robots to unload the 40-pound parts from pallets (called "dunnage") and place them on brackets fixed to a conveyor. They are then transported to work areas for precision machining.

The challenge is that the cylinder heads arrive four-to-a-pallet, in a variety of positions, having shifted in transit. Lacking vision guidance, a non-human controlled robotic or gantry arm can crash into the heads, damage them and cause the line to shut down - costing an automaker up to thousands of dollars per minute in lost production. With VGR not only is this problem solved, additional savings can be realized by changing from expensive "exact fixturing" dunnage required by "blind" systems to less expensive plastic blow-mold dunnage, with potential savings per cell in the hundreds of thousands annually.

At another location in the Windsor facility, two new Braintech systems direct robots in unloading machined cylinder heads from dunnage and placing ("decking") them at an angle on engine blocks. "This task is particularly suited for robots," said James M.

Dara, Braintech Vice President of Sales/General Manager of North American Operations. "Machined aluminum engine heads are being fitted to iron engine blocks, presenting a significant sealing challenge; contamination by human hair, perspiration, finger prints or other elements could lead to engine gasket leaks. While robots eliminate that risk, Ford still faced the considerable challenge of directing its robots to seize and maneuver these bulky, sensitive parts in a changing work environment. Braintech's patented system solved the problem."

Braintech also installed two systems, to automate the handling of intake manifolds as they arrive in non-precision dunnage. "This is the first time Braintech systems have been married to robots moving on overhead gantries," Dara noted. "Most robots are bolted to the floor; these mobile devices presented another level of complexity, which the Braintech system readily accommodated."

Purchase orders for three Braintech systems have been received from Ford's Romeo, Michigan, engine plant, where they will direct engine head unloading and decking, and intake manifold unloading and assembly. Installation is targeted for the second quarter.

"We had previous installations at the Windsor and Essex plants," Dara said, "but the acceleration of additional installations at those facilities, and the expansion to Ford's Romeo plant provide clear validation of the superiority of our technology and a hint of Braintech's sales potential in the massive global automotive manufacturing field."

About Braintech Inc.

(NASDAQ-OTCBB:BRHI) (www.braintech.com)

Braintech's VGR technologies are revolutionizing manufacturing by giving industrial robots the "eyes" to handle and assemble parts with a high degree of consistent quality and productivity. Braintech's scientific capabilities, engineering expertise and commitment to support are embedded in the Company's VGR software product called "eVF(TM)" and is used to develop, operate and support VGR solutions. To date, Braintech's VGR solutions have been installed at Ford Motor Company(NYSE:F) , General Motors, Delphi, TI Automotive Group and Toyota.

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For more information, please contact:

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①

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sides of their mouth. Sometimes I can translate it for you.

They say "I'll get back to you"

They say "I will have to refer that question to _____" (some one else).

They say "We will have to take that up with the proper committee"

They say "We have been working on that, data is not complete at this time"

They say "I am not at liberty to discuss that at this time"

They say "You already have Dealer council and PTS set up to answer those questions"

They say "I can't answer that question today"

EMPLOYEE
COMPLAINT

What does all of this mean? It means, you won't remember that you asked this so you won't ask it again. I can forget it. For a good example we can take a look at the July 18, 2002 chat room with Steve DeAngelis. I will only recap some of the good questions that were asked of Mr. DeAngelis. He is new to this job, but started out in perfect Ford form. Bobbing, weaving, sidestepping. You can't lay a glove on him.

Question: Why was the contingency time added to labor ops lowered from 26% to 20% due to the JD Powers time study of labor ops? Steve DeAngelis: Ron - Contingency had not been looked at in 20 plus years. The J D Powers study resulted in a recommendation of 16%. The decision was made to change it from 26% to 20% based on that.

Question: Does line 5 of the recent Indiana Regional letter by Dave Rettig concerning warranty parts increase of 10% isolate that dealer from submitting DRR's for 3 years if they sign the contract? Steve DeAngelis: Mark - That dealer should contact their dealer operation manager for clarification.

Question: I still have the same axe to grind that I have had for years. When is Ford going to put any valiant effort into providing us with accurate up to date service manuals? Steve DeAngelis: Larry - The most accurate and update to service manuals can be found on the PTS website. Submit your feedback using SPEC cases.

Question: Where did Frank Ligon go? Steve DeAngelis: Mark - Frank is now executive Director of Vehicle Service Programs

Question: When is the DRR database on PTS going to be updated for YTD figures? Steve DeAngelis: Mark - DRR status is reported to the respective dealer council and part and service committee meeting. Discuss with your local representative or dealer.

Question: When can we see the database of DRR's and their time stamps for validity purposes? Steve DeAngelis: Mark - The complete database will not be made available. We are working on providing a query process for specific DRR's by case # by 4th quarter of 2002.

Question: To be specific about quality, the 4.6 and 5.4 head gasket leaks. We never had this problem before. Steve DeAngelis: Jim - Revised service procedures, a FIRTFT course and a new service gasket are planned to be available in September.

Question: Mr. DeAngelis, why does FMC continue to sidestep the ongoing SLTS labor time issues? Techs and Dealers are sick and tired of losing money since the "Re-engineering of SLTS" Steve DeAngelis: Ron- we have not sidestepped the SLTS issue. We have

ENCLOSURE (5)

www.Dealer-magazine.com

Dealer Magazine
Homepage

Welcome Guest



All Forums

Service Technician Forum

Topic: Re-engineering of SLTS



Message posted by Ford L/M Tech on 05 July 2003 at 9:14pm - IP Logged



Ford L/M Tech

Standard Member
☆☆☆☆☆

United States
20 June 2003
29 Posts

I would like to know why Ford L/M dealers and Dealer Counsel continue to ignore the damage caused by the "Re-engineering of SLTS" in 1999 that continues to erode profits and FIRTFT scores. This trend of cutting labor times continues with "Streamlined Diagnostic Procedures". What gives here? So many labor operation times are inadequate or missing. Ford's response has been fill out a DRR... Well guess what, this process is not working. This issue should have been and continue to be at the top of the Dealer Counsel list of issues that need to be resolved.

Message posted by Ford L/M Tech on 13 July 2003 at 7:09pm - IP Logged



Ford L/M Tech

Standard Member
☆☆☆☆☆

United States
20 June 2003
29 Posts

18 views and no replles... a lot of head scratching going on, I guess.

DEALERS GRUMBING ABOUT
FORD WARRANTY ISSUES
ENCLOSURE (6) (FOR HISTORICAL
CONTENT)
1/8/05 11:38 AM

Message posted by Jeff Colgrove on 15 July 2003 at 9:01am - IP Logged



Jeff Colgrove

Standard Member



WHAT IS EVERYONE SO AFRAID OF? I KNOW THERE ARE OPINIONS OUT THERE. THIS ISN'T GOING TO GO AWAY, AND IT WONT GET ANY BETTER. THE CUTS JUST KEEP COMMING AND NO ONE IS DOING ANYTHING TO STOP IT. FORD JUST KEEPS HAVING ITS WAY WITH THE DEALER AND TECHS WALLETS. DEALER COUNCIL IS A JOKE. WHO CAN HELP? WHO CAN STOP THIS?

Jeff Colgrove

United States
10 June 2003
44 Posts


Message posted by BMasterjerry on 15 July 2003 at 10:07am - IP Logged



BMasterjerry

Standard Member



Could be because a majority of the dealerships have piss-pour management and DPs that are out-of-touch with their Service operations? 

Jerry R Byrum
SMT w/30+ years experience

United States
12 July 2003
2 Posts

Message posted by rlxter on 18 July 2003 at 3:50pm - IP Logged



rxtar

Standard Member



United States
18 July 2003
1 Posts

Jerry I would have to agree with you on that. Jeff, as you have said, you do not fear a union for the techs coming to your store because you treat your techs with the respect they deserve. I can agree with this entirely, if you treat your people the way you want to be treated then respect normally follows and with open lines of communication most problems can be resolved easily. The need for a union in a store that conducts day-to-day operations in this manner may not benefit from a union being formed. However, as Jerry said, piss-pour management can facilitate the need for a union, and I for one would back that 100%. The biggest need for a union that I can see is that the techs have little or no (I choose to say absolutely none) representation that they need to make their issues known at a higher level. Given this type of representation a tech may have a chance to get things back into proper perspective and lead a productive and economically sound life without the pitfalls of piss-pour ran operations to which would most likely never change.

And this is not even referring to corporate level piss-pour operations. Which we know exist....

Just my 2 cents....

Message posted by [select Dealer](#) on 01 August 2003 at 1:02am - IP Logged



select Dealer

Guys,

Platinum Member

~~XXXXXXXXXX~~

United States

04 May 2003

13 Posts

For the DP's in the sales end of things the SLTS's issues do not get brought up front by the fixed ops managers. You are right. If all of the dealers out there in the public held stores and the very large metro stores had a clue about what Ford was up to with their labor times...they would go ballistic all over Detroit's Glass Tower. Ford has essentially stolen, sucked out of, and otherwise deceived their dealers of literally billions of dollars of dealers profits. It is one of the biggest cost transferences the dealers have seen since the initiation of Blue Oval. And Ford continues, today, to re-engineer their times and to think up innovative ways of stealing money...such as the "stream-lined diagnostics".

If the dealers would just walk back and talk to their warranty clerks and technicians they would get an earful of what Ford is up to behind their backs. Not only is FCSD (Ford parts and service division) attacking the time it pays their dealers/techs, but Ford is also accelerating their "electronic" ease-dropping on dealer repairs and questioning everything the dealer submits for warranty payment....and if Ford does not like it....they charge it back to the dealer. Case in point. I have an extremely loyal F-150 customer...on his 5th truck now....he comes in with 26,000 miles on the truck but at 6 months out of warranty on time. We do an AWA on a broken cup holder (after warranty adjustment at the dealership level...we are allowed) for \$28. For calls and wants us to send them "supporting documentation" as to why we would warranty this cup holder. We send them the order for the replacement cup hold and the holder itself.....and they charge us back for the repair with the comment "documentation does not support claim". Now is this nit-picky or what. Do you think I am going to the customer and ask for the \$28...no way...do I charge it the mechanic....no....but the dealership eats it...and we now have \$28 less to deal with OUR customers because we just sent that \$28 up to Ford. Now you say that \$28 is no big deal...and you are right. But I am currently fighting this very same thing on a Taurus Wagon that is under warranty by time and miles, and that had the backglass blow out of the car going down the freeway at 60 miles an hour....but this repair is now over \$1,500. And Ford wants "supporting documentation" on this claim. I wrote back to them and told them they could find the evidence on Highway I-10 at milepost 271....it is in the middle of the freeway. But this is the type of things that the dealerships are seeing. Huge, huge, cost transfers of warranty obligations away from Ford and charged back to our dealerships.

So what you say? Well not only does this effect the dealerships, but it effects our technicians, and it ultimately effects our customers, and in the long run it will effect Ford itself....again. If the dealers keep getting huge chargebacks on what use to be routine warranty repairs...guess what....they will stop making warranty repairs....this cost the dealers money....this costs the technicians money...and it IS going to piss off a whole lot of customers...and these are the people that you do not want to piss off....because they will just go down the street and buy a Toyota next time.

Ford is still trying to "save" its way into prosperity...instead of "selling" its way out of trouble. Until they get the product on the ground that the consumer, not only wants, but desires, Ford will never be out of the hole again.

Randy Fuller

From The Top Of Arizona

Message posted by [Vernon](#) on 01 August 2003 at 3:02pm - IP Logged

Vernon

Well stated gentlemen on the service issues. I guess I will not open a new can with the parts issues. I have formerly been on both sides of parts and service management and I can't really decide which department is getting ciphered by the vacuum

Standard Member



cleaner the most. I believe they run neck and neck.

Sincerely
Vernon C. Swords
www.fdealerco-op.com

United States
15 May 2009
2 Posts

Message posted by [Jeff Colgrove](#) on 04 August 2003 at 9:31am - IP Logged



Jeff Colgrove

Sunday, August 3, 2003

Standard Member

~~Standard Member~~

Ford warranty fight brews

By Mark Truby / *The Detroit News*United States
18 June 2003
44 Posts

DEARBORN -- [color=#0000ffFord Motor Co.](#) is facing a backdash from dealers and mechanics upset over planned cuts in reimbursements for warranty repairs.

Ford, which is in the midst of a corporatewide cost-cutting push, has told dealers it is reviewing the amount of time it should take mechanics at Ford, Lincoln and Mercury dealerships to complete specific repair jobs covered under warranty.

Ford separately told dealers that it would scale back customer service programs on its luxury Lincoln brand.

Under the broader warranty work review, Ford is developing and testing faster repair processes for specific repairs, which will allow the company to reimburse dealers for fewer labor hours. The changes are expected to be rolled out over the next year.

Ford is risking a repeat of an uproar caused in 1998 and 1999, the last time it overhauled the so-called warranty labor-time standards. The reductions infuriated dealers and mechanics who depend on revenue generated from warranty repairs.

"Dealers are not happy Ford is looking at labor times again," said Tom Murphy, owner of Northeast Lincoln Mercury in Philadelphia and chairman of the Lincoln Mercury dealer council. "It's a very contentious issue."

Such battles between major automakers and their dealer-service networks often take place during down times in the industry. Ford has experienced an especially contentious relationship with its dealers in recent years, in part because of the automaker's short-lived foray into retailing by buying dealerships outright.

Dealers contend the diminished warranty reimbursements will not only hurt their business but make it difficult to attract and keep competent automotive technicians.

Some angry Ford technicians are leading a push to unionize mechanics to fight warranty labor time changes and other issues.

"It's getting to the point where many of us don't want to do warranty work," said Mark Ward, a technician working at a Ford dealership in Eufaula, Okla. "It's not worth it."

Ward is a co-founder of the Web site fiatratatech.com, which has become a sounding board for concerned car mechanics.

Ford spokesman Glenn Ray said the company is seeking to become more efficient but will listen to specific complaints.

"We believe our current labor rates are fair and were reached through validated research," Ray said.

The issue came to a head during meetings in Dearborn in mid-June between Ford officials, dealers and technicians. According to people in attendance, the meeting became heated when Ford outlined its plans for revised labor times.

[IMG height=10 alt= hspace=3 src=http://www.detroitnews.com/pix/follows/general/redarrow.gif" >](#)
[color=#0000ff Comment on this story](#)
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Mechanics openly challenged Ford officials' contention, for example, that a Taurus sedan's steering rack could be replaced and realigned in 1.3 hours, rather than the four hours the automaker currently allows.

Ford officials said warranty reduction efforts were necessary to close the gap with the likes of [color=#0000ffToyota Motor Co.p.](#), which spends \$300 less per car on warranty costs than Ford, according to meeting minutes obtained by The Detroit News.

The company "must reduce warranty cost to continue investing in the business," the minutes said.

Ford pays dealers about \$70 an hour for warranty work. Dealers then pay mechanics a percentage of that fee based on the job and the mechanic's level of experience and training.

Dealers are particularly sensitive to changes to warranty payments because the improved quality of cars and trucks has led to a decline in repair work. Ford has said its warranty spending is down 20 percent this year, largely because of quality advances.

Garland, Texas, dealer Jerry Reynolds said another major revision of warranty labor rates could cause a severe backlash among dealers and technicians.

"The cuts they made in 1999 were very serious," he said. "If they do it again, I don't know what will happen, but it won't be good."

In a related cost-reduction effort, Ford is scaling back two customer service programs designed to improve owner loyalty at its luxury Lincoln brand.

According to an e-mail sent to dealers Friday, the Lincoln Commitment and Lincoln Complimentary Maintenance Program were significantly revised for the 2004 model year.

The changes:

- * Lincoln owners will receive complimentary oil changes, tire rotations and inspections for one year or 12,000 miles, down from three years, 36,000 miles. Parts such as wiper blades, spark plugs and engine belts will not be replaced.

- n Emergency roadside assistance will be limited to four years and 50,000 miles. Through 2003, there had been no mileage limit.

- n Emergency travel reimbursement, destination assistance and trip planning service have been eliminated from the program.

- n The Lincoln Commitment package is no longer transferable to other owners.

Spokesman Todd Nissen said Lincoln's customer service program remains competitive with other luxury brands.

"It was a situation where we could still offer a pretty generous program and save money."

You can reach Mark Truby at (313) 222-2082 or color=#0000ffmtruby@detroitnews.com.

Jeff Colgrove

Message posted by Jeff Colgrove on 04 August 2003 at 9:36am - IP Logged



Jeff Colgrove

Standard Member



Here we go again. 20% savings from a better quality vehicle? Not hardly. I would say the SLTS cuts, the taking of our admin time, no test drives, taking our NVH diag time, and the chargebacks are the real reasons here for the savings. I actually would have guess a higher figure. How can any Auto Maker base its repairs on another auto makers line? About a month or so ago we were sent a memo stating the Auto Makers were getting together and comparing warranty notes, and Ford flat out told us we would be put on self reviews based on performance or high trends versus other Auto Makers.....This is beyond nuts.

Jeff Colgrove

United States
10 June 2003
44 Posts

Message posted by Vernon on 04 August 2003 at 2:46pm - IP Logged



Vernon

You are certainly correct Jeff, keep up the good work and fight

Standard Member



Sincerely
Vernon C. Swords
www.fdealerco-op.com

United States
15 May 2003
2 Posts

Message posted by Jeff Colgrove on 04 August 2003 at 4:17pm - IP Logged



Jeff Colgrove

Thanks Vernon, you too.....!🙏

Standard Member



Jeff Colgrove

United States
10 June 2003
44 Posts

Message posted by Ford L/M Tech on 04 August 2003 at 7:25pm - IP Logged



Ford L/M Tech

Here we go again is right Jeff. Remember this article?

Standard Member



<http://flatratetech.com/dnewstec.htm>

A handful of Techs and a few SM's and DP's can't put a stop to this alone.

Where is the rest of the Dealer Body???

United States
20 June 2003
29 Posts

Message posted by DDT1 on 21 August 2003 at 2:58pm - IP Logged



DDT1

I DIDNT KNOW THIS SITE WAS HERE, CAME FROM ZIEGLER SITE. ITS GOOD TO KNOW WE TECHS HAVE MOR SUPPORT!!

Standard Member



DTURNER
99SMT
SHOPFOREMAN
WA
DRIVEABILITY
D TURNER
FlatRateTech Staff

"What you get by achieving your goals is not as important as what you become by achieving your goals."

United States
21 August 2003
7 Posts

Message posted by Jeff Colgrove on 21 August 2003 at 5:55pm - IP Logged



Jeff Colgrove

DDT, where you been? You got to know Im everywhere.....

Standard Member



Jeff Colgrove

United States
10 June 2003
44 Posts

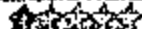
Message posted by Ford L/M Tech on 20 September 2003 at 11:04pm - IP Logged



Ford L/M Tech

I believe Ford Dealer Counsel meets this coming week. Does anyone know if the labor time reduction issue is on the agenda?

Standard Member



United States
20 June 2003
29 Posts

Message posted by Jeff Colgrove on 21 September 2003 at 8:40am - IP Logged



Jeff Colgrove

Looks like it may be the #1 priority. I didnt see it on the list (not updated) but the Dealer egroup I had an email come thru telling me it was on the top....soon see, and about time isnt it?

Standard Member



Jeff Colgrove

United States
10 June 2003
44 Posts

Message posted by Ford L/M Tech on 26 September 2003 at 10:07pm - IP Logged



Ford L/M Tech

It sure is about time... Well, how did it go Dealer Counsel? Did the labor time issue even make the list?

Standard Member



United States
20 June 2003
29 Posts

Message posted by Ford L/M Tech on 24 October 2003 at 9:51pm - IP Logged



Ford L/M Tech

http://flatratetech.com/ubb/ultimatebb.php?ubb=get_topic;f=1;t=001494

Standard Member



United States

20 June 2003

29 Posts

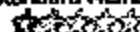
Message posted by Ford L/M Tech on 13 January 2004 at 6:33pm - IP Logged



Ford L/M Tech

I might as well bring this topic back up due to the facts that this message board is dead and FMC is still getting away with cutting warranty labor times.

Standard Member



United States

20 June 2003

29 Posts

Message posted by DDT1 on 15 January 2004 at 2:13pm - IP Logged



DDT1

Also discrimination by banning certain techs from posting on thier web boards thier opinion of SLTS and Henry Ford quotes!

Standard Member



DTURNER
99SMT
SHOPFOREMAN
WA

United States

21 August 2003

7 Posts

DRIVEABILITY
D TURNER
FlatRateTech Staff

"What you get by achieving your goals is not as important as what you become by achieving your goals."

The FIRTFT Hoax

When corporations create programs, they usually do it to boost quality, revenue, respectability, or productivity. So they have good intentions when the creating process becomes a formal program. A program complete with slogans and guidelines which can sometimes be integrated into other programs and used as criteria for yet other programs.

But as the saying goes, the road to hell was built on good intentions. One such program which no doubt was created with all the good intentions in the world is the F.I.R.T.F.T. (Fix It Right The First Time) program that the Ford Motor Company developed to try to make sure that their customers' vehicles were repaired the first time it was brought in.

It doesn't really matter what the reason is that causes a customer to have to return a second, third, or more times to get his concern repaired. It could be faulty diagnosis, faulty repair by the technician, faulty or out-of-stock parts, bad communication between the service advisor and the customer or the advisor and the technician, or any number of combinations of the above. If the customer has to bring their vehicle back to the dealer for the same concern, that's going to be a mark against the service department. Ford used the number generated by this F.I.R.T.F.T. score as one of the criteria in determining whether or not a dealership would receive their Blue Oval Certification...an important factor in determining how much profit the dealer is going to make on new car sales.

Dealers Do Not Have Total Control Over Their F.I.R.T.F.T. Scores

The problem with using that as criteria for anything important is that it's a failure rate going in. Don't get me wrong, I believe that every concern that every customer has, needs to be fixed right the first time. That's a given. That is also what dealer service departments have been doing since there were dealerships. We just called it good business. You took care of your customers to the best of your ability. We just didn't give it a name.

One of the problems with the F.I.R.T.F.T. program is that it is mathematically impossible to achieve a 100% score. Now, before you start firing up your computers to send me emails telling me how your dealer achieved it, or you know some dealer who did, let save you some time and qualify that. I worked at a shop that had a 100% F.I.R.T.F.T. score...more than one month. But they only took in a scant few cars a day and would walk each customer carefully through the process of what to do when their survey came in the mail. But if you are a productive shop that runs more than about 5 cars a day, it's impossible to achieve a 100% score without manipulating the system. Why? Because Ford doesn't always build it right the first time.

The Focus Brake Noise Flasco

Prime example of this reasoning is the Focus brake noise issue. Millions of proud new Focus owners saw the dark side of their purchase when the cold, hard light of day shone down on an inherent problem with brake noise. Dealership service departments were making appointments steadily for Focus brake noises. The problem with that was that there wasn't a fix for it. Whether it was bad design, bad parts, or a manufacturing issue, the noise was there to stay.

MELTDOWN TREND (HISTORICAL ONLY)

ENCLOSURE (7)

So when the owner of the shiny new Focus returned from the dealer with the word that the noise was built into their car and wouldn't go away, what do you think the owner's opinion of the service department would be? After all, as far as he is concerned, the service department is Ford Motor Company, so he doesn't really care who said what, he only knows he has this horrendous sound when his brand new car stops. And besides, the survey doesn't ask for any qualifying factors when they ask the question. It is a simple yes or no inquiry: "Was Your Vehicle Fixed On Your First Visit To The Dealer? Yes or No?"

Built-In Failure Rate

Now what do you think that customer would mark on a survey (which was always mailed out at some time period after the customer had been in to the dealer for service) asking him if his concern was Fixed Right The First Time? You see, it's a no-win situation for the dealer. The Focus brake noise issue is but one of many inherent concerns built into the various vehicles that Ford manufactures. So if it comes out of the gate with a problem, and that problem cannot be fixed...then how does a technician Fix It Right The First Time? Therefore it is not reasonable to use the F.I.R.T.F.T. scores to calculate the dealer's performance ratings in the service department.

Next...the reasons why programs like this are being used and possible problem solving solutions

Part II

Readers who make their living in anything outside a Ford or Lincoln Mercury franchise might wonder why a corporation would ask a question of their customers, which has no qualifications. After all, the purpose of asking this or anything else on a survey of this type is to get to the bottom of any problems their customer was experiencing at the dealer level...right?

That might be a logical assumption, but it would not be true. If Ford really wanted to unravel a customer's unsatisfactory repair visit, they would overhaul their 800 help line which is ostensibly in place to "help" their customers in case a concern in getting his vehicle repaired ~~does~~ arise. Instead, customers who use that line are routinely directed back to the very dealer they are having problems with to get their problems solved. As one help line operator phrased it, "This is a dealer support line". How easily Ford could find out from any of the users of this feature, "what went wrong?" if this question really was designed to assess weak areas of the customer satisfaction machinery.

Money and Power

Ford never does ask "what went wrong?". They simply inquire, "Was your vehicle fixed right the first time?" If they really were going to use this as a business tool to help them repair areas of the system that did not help their customers, they would ask the customer, "Why was your vehicle not repaired the first time? Do you know the reason? Was it explained to you? Would you like a representative of the Ford Motor Company to contact you and assist you in getting this resolved?"

So, why do they craft this so artfully that there is almost a guarantee that no dealer will receive a 100% F.I.R.T.F.T. score, regardless of their performance? There probably are several reasons, but the two that stand out are closely related....money and power.

The power aspect comes from Ford being able to keep a tight control over a dealer's reported performance. Why? Many reasons, but one of those is that this part of a dealer's customer satisfaction grade is used in combination with many other - some, equally as manipulative - criteria to calculate a report which can assure BlueOval Certification, or condemn it.

Can Easily Cost a Dealer a Million Dollars...

This is where the money part figures in. Depending on the size of the dealer, whether or not a dealer achieves B.O.C. can easily mean a loss of a million dollars. Every penny of that is money that is rightfully the dealer's profit and always has been. Well...it was until the Blue Oval Certification program was created.

How Can This Be Remedied?

This whole mess could be wiped from the growing list of Ford's extortionistic programs -left over from Jac Nasser's bag of tricks- If Ford would merely add a few questions to the survey. Then add some personnel (these employees could be taken from the roster of those slated for job loss due to planned layoffs) to do some follow up work on the questions added to the survey. Get involved with them. At first, there would be an overwhelming amount of issues to conquer. But as those first roadblocks were cleared, they would, in turn solve problems in the making, thereby reducing their workload as it grew.

Dealers Have Always Wanted to Do Right By Their Customers

Contrary to what Ford would have you believe, their dealers do want to take care of their customers. Always have. They are the local contact with these people whom they look in the eye when the purchase agreement is completed. They are friends and neighbors who have always, like any other business in the world, wanted to do the best they can for their customers. The dealers are more than willing to participate in an even, fair, and concern resolution oriented survey. But if that survey is only to be used to work against them, especially when the scores are destined for less than satisfactory, how can the company expect cooperation from their own dealers? Without cooperation, there is no hope of achieving a respectable Customer Satisfaction result.

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Head Gasket

Repair
Steel Seal's patented formula repairs gaskets. Guaranteed.
www.steelseal.com

Pages: 1

99 5.4L Oil Leak

[\(Click here to view the original thread with full colors/images\)](#)

Blown Head Gasket Repair

Cracked Head - Block - Overheating
ThermaGasket
The Mechanics Choice
www.daluto.com

Posted by: **darylvt**

I noticed oil leaking out the passenger side of the engine. I brought the truck in to the dealer and they confirmed it was leaking out of the head like the rest of the 5.4L's. They told me it would be 3 weeks before Ford would decide what to do. They said Ford is waiting to see what is causing the problem with the 5.4's. I thought it was a casting flaw in the block ? It was diagnosed on Jan. 19, 2000. Has anyone had this problem around this time and still received a new 2000 engine ? I called the Ford Customer service # and got the run-a-round, saying we are not aware of any problems like that and have no info, just keep in touch with the service manager at the dealer. Any help would be appreciated, Thanks....

SUV Accessories & Parts

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Posted by: **Neal**

HII... DARYLVT : I have been having the same problem as you with my truck. My dealer diagnosed it as a partially blown head gasket. They ordered the parts to do the job a month and a half ago and the parts just came in on THURSDAY. I printed up the entire "5.4 OIL LEAKS" thread (16 PAGES). I brought it into my dealer and showed it to my service manager. He said that the other day that he had received a TSB on just that problem and showed it to me on their computer. He told me to still bring it into them tomorrow for my appointment and before they tear my motor down that they would investigate it. If they find a casting flaw and or some more info from FORDS on this that they will replace my engine. I hope they replace my

ENCLOSURE (8)

motor8-) LOL!

NEAL [the horsepower freak] NEWMAN

'99' F-150 XLT SPORT, oxford white, reg cab shortbox stepside, 5.4, auto, 4.10L.5, captain's chairs, bedliner, GTS carbon fiber headlight covers, DICK CEPECK clear halogen driving lights, GTS slotted taillight covers (painted oxford white), FORD locking lug nuts, tinted windows, true dual exhaust with 2.5 inch mandrel bent pipes and FLOWMASTER 3 chamber mufflers with 3' tailpipes exiting before the rear wheel like the LIGHTNING, HELLWIG rear stabilizer bar, AUTOMETER gauge pod and tranny temp gauge, custom fabricated air intake trac and huge K/N filter, TPS mod, BELLTECH 2-inch rear drop, custom programed SUPERCHIP.

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ESTIMATED H.P TO DATE : 310H.P / 405ft/lbs of torque.

OTHER TOYS : '83" PRO STREET FORD RANGER : 351-w 530H.P(natural), 750H.P with N.O.5, tubbed (chrome moly tubing), 12 point chrome moly roll cage, 4-link with coil overs, MUSTANG II front suspension, c-4 tranny (race prepped), 4000rpm stall converter(8 INCH), 3" chrome moly driveshaft, AUTOMETER gauges, 15.50 MICKEY THOMPSON rear tires, 4" M/T front tires, fiberglass hood - bumper - prostack hood scoop, wishbone trac-link, two chrome moly driveshaft loops, 16 gallon RCI fuel cell, etc

Posted by: **Timtech**

I have an appointment scheduled for Wednesday to replace the head gasket. I had a long talk with the service managers at two dealerships and they both insist that Ford is in control of deciding whether the engine gets replaced or repaired. I was told that the gasket has been redesigned and that it is supposed to solve the leaking problem. My concern is that while now at 25K miles, this will only delay the return of the leak until after the warranty expires. I plan on asking for the old gasket so I can inspect it and use it for future legal action, if needed.

1999 F150 XLT SC 4X4 5.4L
Auto, Flareside

Posted by: **Dennis G. Morgan**

Darylvt: I had same leak with my '99 5.4L and the cold start knock problem. My dealer had no problem with Ford replacing the engine with a factory 2000 5.4L about 4 months ago. My suggestion is to keep on your dealer!

Posted by: **Dustoff**

What are the engine build dates of your trucks?

Best of luck getting this problem fixed!

2000 F-150 XLT, 4x2, 5.4L Supercab, Styleside, Black with silver two-tone, 3.55, class III towing package with heavy duty cooling package, 4 wheel disk ABS, overhead console, sliding rear window, keyless entry, dark graphite interior, in dash CD, Pendalliner bedliner, K&N air filter, rubberized undercoating, cabin filtration system, Bugflector II, 5W-30 Mobil 1, engine build 10/4/99

[This message has been edited by Dustoff (edited 01-25-2000).]

Posted by: **Dennis G. Morgan**

Dustoff: My '99 had a build date of 9-3-98. I can't remember the exact mfg. date of the engine, but it was near the end of Aug. 1998. The new engine mfg.'d on 9-14-99 and so far everything is OK. A point of interest; I had a '97 F-150 5.4L that Ford took back under their "Buy Back" program because of Cold Start Knock. I got the '99 because the "Knock" problem was supposed to be fixed with the higher HP engine. Needless to say I was a little excited when I found out the "fix" was not made until early '99.

'99 F-150 SC, 4X4, 5.4L, Lariat/Capt. Chairs, K&N, SuperChip, Gibson Catback, Oxford White/Black Lower

[This message has been edited by Dennis G. Morgan (edited 01-25-2000).]

Posted by: **Tinatch**

My engine build date is 9/28/98.

I delivered my truck to the dealer tonight. Told the service advisor that I wanted the old head gasket. He said all parts replaced under warranty are to be returned to Ford. I told him to hold it because I may take pictures of it. Stay tuned....

1999 F150 XLT SC 4X4 5.4L
Auto, Fireside

Posted by: **forefud**

The problem with the 99 leaking oil is Ford in there attempt to lower ther cost went to a different manufacture for the 99 head gasket. The fix for the 99 oil leak on some motors is to replace the 99 head gasket with a 98 head gasket. This was told to me by the head os service at my ford dealer. My 99 is getting a new motor for this oil leak because the service guy said they had 3 trucks come in with my problem and they took the head off and only 1 of them they could fix. The other 2 had a casting flaw in the block so there customers were stuck without there trucks for 3 to 4 weeks.

Posted by: **mpocrate**

1999 5.4L oil Leak (260hp). I have a 1999 F250 (Light Duty) with the same problem. OIL LEAK LOCATION: The oil leaks from the block on the passenger side onto the connection between the exhaust manifold/exhaust pipe. I first noticed a burning oil smell on 12/20/99 when the vehicle had 22,500 miles. FYI, my manufacture date was 12/98.

At what mileage did you other folks noticed the problem? Does anybody have the service TB # or a copy?

End of message

Posted by: **Neaf**

HI!... Well guys I called my dealer today to check on my truck. They said that FORD told them what to look for exactly concerning the "CASTING FLAW" and my block seemed to be o.k. They are though replacing both my cylinder heads with new "2000" ones. I think they are still the same as the "99's", but not sure. I will have to ask them when I go in tomorrow to pick up the truck. At least it is good that the FORD engine 5.4, 4.8, 6.8v-10) plant is here in WINDSOR, because they just called them up and my new heads were delivered in an hour. My dealer still insists that FORD does not have any spare replacement engines available at this time. But I think he is full of it myself!LOL! I'll let you guys know what happens tomorrow when I pick my truck up.

NEAL [the horsepower freak] NEWMAN

'99' F-150 XLT SPORT, oxford white, reg cab shortbox stepside,5.4, auto, 4.10L.S, captain's chairs, bedliner, GTS carbon fiber headlight covers, DICK CEPECK clear halogen driving lights, GTS slotted taillight covers (painted oxford white), FORD locking lug nuts, tinted windows,true dual exhaust with 2.5 inch mandrel bent pipes and FLOWMASTER 3 chamber mufflers with 3' tailpipes exiting before the rear wheel like the LIGHTNING, HELLWIG rear stabilizer bar, AUTOMETER guage pod and tranny temp guage, custom fabricated air intake trac and huge K/N filter, TPS mod, BELLTECH 2-inch rear drop, custom programed SUPERCHIP.

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Posted by: **A.D. Pandergrass**

I had the same oil leak on my 99 5.4 with 9300 miles. I took it to the dealer which took about 7 days to get an answer from Fords Hot Line. I recieved a new 2000 engine in about 7 more days. It took the dealer one day to install the new Engine. Runs very well with no problems.

1999 F150 Lariat
5.4 L. 3.55 LS Black & Harvest Gold
Superchipped, Flomaster
K&N Air Filter. Leather Captian's chairs
Smugtop,Gold Kit, wood trim

Posted by: **mpocrats**

Neal,

Waiting to here how your head replacement dea turned ou. You mentioned that Fodr told your dealer "exactly what to look for as far as the CASTING FLAW" .

Does anybody know exactly what this flaw is?

I been hearing it's the heads?????
Also hearingthat the 99 head gaskets are bad?????
Also heard the block has the flaw?????

The Ford service departments here in VA never heard of any of this. (I called five this afternoon) Maybe a run-a-around as well.

Still lookin for a copy of the TSB or TSB #.

Posted by: Neal

HI!... MPOCRATS : I called my dealer today at 3:30 p.m to tell them that I was leaving work to pick up my truck. They told me on WEDNESDAY that it would be ready today for sure. Well guess what, it wasn't! The darn mechanic had not even started to put the new heads on yet! Geese I can swap a set of heads on my drag truck (351-W) in less than 2 hours. But it takes them 16 hours + to do mine. I know that it is a over head cam design and a very difficult engine to work on, but that is utterly redicules. From what I understand and was told by my dealer is that the "CASTING FLAW" is just that the deck of the block (surface) is very porous and this causes the oil leak. My dealer showed me the TSB on this problem on their computer, so I know they know about it. I pick up my truck tomorrow (hopefully) and will let you know what happens because I want to talk to the mechanic that did the work and get his personal opinion on it.

NEAL [the horsepower freak] NEWMAN

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Posted by: Neal

HI!... Well guys I got my truck back on FRIDAY afternoon. It ended up taking my dealer 25.5 hours to do the head swap. What ended up happening to my truck was that the "CHEAP" head gasket partially blew on the rear passenger head and what

was left of the gasket vibrated slightly and caused a wear groove in the deck of the aluminum head. So my dealer decided to replace both my cylinder heads with "2000" ones. They came directly from our WINDSOR ESSEX engine plant. They came totally complete including cams and valves. All they had to do was take them out of the box and put them on, they were that complete. I must of been losing a lot of compression through my blown head gasket because now my truck feels like a totally different truck. I have a ton more low end torque and it feels like it has about 40-50 more h.p. Does anyone know if FORD changed the cylinder heads or camshaft profile slightly for "2000"?

NEAL [the horsepower freak] NEWMAN

'99' F-150 XLT SPORT, oxford white, reg cab shortbox stepside, 5.4, auto, 4.10L.S, captain's chairs, bedliner, GTS carbon fiber headlight covers, DICK CEPECK clear halogen driving lights, GTS slotted taillight covers (painted oxford white), FORD locking lug nuts, tinted windows, true dual exhaust with 2.5 inch mandrel bent pipes and FLOWMASTER 3 chamber mufflers with 3' tailpipes exiting before the rear wheel like the LIGHTNING, HELLWIG rear stabilizer bar, AUTOMETER gauge pod and tranny temp gauge, custom fabricated air intake trac and huge K/N filter, TPS mod, BELLTECH 2-inch rear drop, custom programed SUPERCHIP.

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Posted by: Rand

Heres one for you! I just got my Expedition back after they replaced the 5.4 due to the piston slap... I drove it home and noticed a smell of antifreeze! There was some pooled on the block and around the intake??? HOWEVER, the next day (only 100 miles on the new engine) I drove 20 miles to a friends house and noticed the SMELL OF BURNING OIL!!! HOLY SH*T!!!!!! I looked under the hood and WAY back on the drivers side I could not see a leak but I could see that oil was leaking BADLY onto the exhaust manifold where it meets the exhaust pipe! I looked under the front end and EVERYTHING around the front differentials was SOAKED IN OIL! I had the thing towed back to the dealers.... Does this sound like they gave me a BAD FQR??? I don't where oil would be leaking from but enough oil comes out that in 30 seconds you get about a 1/4 cup or so!!!

Anybody got any ideas????

VERY PISSED!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Rand

[This message has been edited by Rand (edited 01-30-2000).]

Posted by: ~~mpocrats~~

Rand,

Sounds like they may have missed tightening a bolt or 2 or 3..... Maybe missed tightening the oil line to your remote filter (assuming that yours is remote) or heater hose clampwho knows??.

What does FQR stand for? Is it some kind of factory "re-conditioned" engine? Is it complete or is it a short block?

I was headed to Ted Britt to get my oil leak (right rear passenger side) looked at but now have it going into Jerry's on Tuesday. I am now concerned. Are they at least giving you a rental? Hopefully it's 4wd with the weather and all.

Please keep us posted on this one. I'm very interested. Are you dealing with a service writer or the service manager. The service manager that I spoke with (Chuck) seems to be "on the ball" and genuinly focused on customer satisfaction.

Mike

Posted by: Rand

FQR stands for "Ford Quality Replacement."

I couldn't tell you if its a new engine, complete or short block???

The service guy told me the had to bolt on the accessories from the old engine to the new! THINGS like the Alt, Intake & throttle body,....

I noticed the new block has new heads and the block has some numbers painted on it like they do to rebuilt stuff.....

I can tell they used my old valve covers too!

My filter is mounted remotely! Drivers side, behind the front bumper! Very easy to get to ,but VERY BAD if I run into someone!!!

I will post the verdict, hopefully today!

Rand

Posted by: **mpocrata**

My 99 F250 LD 5.4L went in this afternoon with a print out of this thread. Maybe it will help them find the leak/problem. They gave me an Escort - what a P.O.S. Better than walking though.

Posted by: **WLA**

Guys,

I haven't been on this message board in a while but I thought I would see if anyone else had the 'oil leak' problem I had. I was quite surprised to see all the replys. I have 99 F150 with a 5.4L. Yes I had the oil leak on the passanger side of the engine. Would leak about 4 drops a day. Ford completely replaced the whole engine. It came from Windsor. Took about 3 weeks to get it because it was over Christmas. Took one week to install. Sure hated driving that 'turtle' rent a car. Runs ok now but I only have 500 miles on it. Problem initially occurred when I had 10,000 miles. If this gets worse than better I may go back to Toyotas.

Posted by: **Rand**

Oil leak was from my "sandwich adapter" for the eng/trans oil cooler.... Guess they ruined the O-Ring when they replaced the engine?? Which means they had the remote filter doodle-na-jiggy off....

Trying to get them to pay \$79 for the towing....After all, the thing didn't leak before I took it to them!

If a technician knows how to replace an entire engine but not a simple \$.30 O-Ring...Whats this world coming too?

Rand

Posted by: jj1

I am extremely pissed off. apperently with in the past 3 weeks ford has decided to stop issueing new engine for the 5.4 oil leak. everything was lined up, and I was to have my new engine installed in the second week of february.....but no, ford had to go and **** up again.....btw, I just got my truck out of the shop because of a shattered steering assembly.....metal defect.....

my list grows.

new steering assembly
new engine
2 new doors needed
new light control pannel

just think.....5 month old truck already has had 1.5 weeks in the shop, needs the good part of a week for the engine, and who knows for the doors.....apperently they aren't replacing doors now either, but there is a fix out for them.....o and as for the light pannel.....I went to turn my head lights on the other night, and the pannel came off in my hand.....the defects in my truck aren't the only poor workman ship, I peeled back the carpeting to run a cb wire, guess what I found? 3 straight edged razor blades lying on the sheel metal floor, cutting into the carpeting.....that and the fact that there is either a piece of molding not installed in my truck, or someone elses.....I found a 2 foot strip of black egde molding under the drivers side seat of my baby.....

who knows.....
personaly I find it hard to believe that quality is job #1.....and if that's the care they put towards it....I'd hate to know what job number 2 is....

wish I never bought a ford.....

The Midnight Flyer
'99 XLT SC SB 4x4 5.4 auto 3.55 ls

I'm not driving fast.....I'm Flyin Low.

Posted by: michael_hovis

jj1,
Does Canada have lemon laws? It looks as if you have the 4 strikes necessary.

Posted by: mpocnab

RAND, I hope that they pay for the towing. Is it fixed now?

Mine is at Jerry's but they didn't look at my oil leak today.

jj1,

I have not heard that Ford has stopped replacing defective engines. Has anybody else heard this? I heard of one head replacement ordeal. You are probably just getting a run-a-round. But if this is so, hopefully Ford will stand behind their fix with a substantial warranty (100K miles unconditional for the fix or something??)

What is this "fix" (Ask Service Manager for TSB #)?

How long will it last?????Hmmmmm????

I'm jumping way ahead here but, even if Ford does up a nice warranty, they may figure that four (4) head gasket replacements (or what ever the fix is) over 100K miles is less expensive than **FIXING IT RIGHT THE FIRST TIME** (replacement). If someone puts 25+K miles on a year (I do), the thing would be in the shop annually. This would be **BAD FOR FORD** so I'll bet that Ford has a **NICE FAT TEST REPORT** for this "fix" to ensure that it will last and last and not reoccur.

If Ford has stopped replacements, I will request a copy of the test report for this fix from Ford and painstakingly evaluate their durability/reliability verification process, sample size, confidence levels, etc...

OK, I'm done with that premature speculative babble.

FYI, Toyota had head gasket problem on their 3.0L V-6. My brother has a 94 4X4. Head gasket was replaced in March 1999. Toyota told him that they guarantee fix for 10 years.

I retract my P.O.S comment about the Escort - runs & drives suprisingly well, just too small & noisy & plain. Drove it with a

bag over my head so that no one would recognize me.

Posted by: **Timtech**

My dealer told me that Ford decides whether to replace or repair the engine. The dealer must first supply the engine ID number. I picked-up my truck on Friday. Parts replaced include: head gasket, head bolts, crankshaft seal assembly and both valve covers and gaskets. It was all supplied as a kit from Ford. I don't understand the valve cover replacement. I inspected the head gasket for defects or impressions from the block, but nothing was obvious. The mechanic that did the work claims that the source of the leak was from the high pressure oil passage that feed the head. He feels that it is due to the extreme differences in expansion between the aluminum head and cast iron block. With only 25K miles on it, I share the concern that this is merely a lower cost stall tactic until my warranty expires. Time will tell.

1999 F150 XLT SC 4X4 5.4L
Auto, Flareside

Posted by: **mpocrats**

Timtech:

Thanks for the reponse. What kind of warrenty did you get for this "fix"?

Has anybody else heard about a warrenty for the fix?

Anybody who got their 5.4 replaced: what kind of warrenty did Ford slap onto the replacement?

I'll start a new topic.

Posted by: **Timtech**

No additional warranty. When I expressed my concerns about the problem recurring after the warranty expires, the service manager said that in that case, they would file an appeal to have Ford cover it. I would want to know Ford's position upfront, not after the repair is paid for. Otherwise I would just sell it and change brands.

Posted by: **mpocrate**

Dealer just told me that my head gasket was leaking (I knew that). Ordered a new one to put on. Analogy: Sounds like they are just putting air in a tire that went flat and are not fixing what caused the leak.

If this gasket replacement is a long-term reliable fix, then there must be supporting test data at Ford.

I want test data (hopefully a detailed test report) from Ford supporting the durability of this fix. I don't want to replace head gaskets every 9 months even if they do it for free every time!

Anybody have any thoughts or recommendations on this one?

Very concerned!

Posted by: **mpocrate**

Ref: my oil leak on my 5.4L

The dealer did not even take it apart to see what caused the gasket to fail - might be just a bad head gasket (I doubt it) or a casting flaw or something but it's pretty difficult (if not impossible) to determine this with the heads still on. "Just order a new head gasket, put it on and we'll see you in a couple of months again and again and again...." kind of sounds like my dentist but beginning to be more painful.

Even more concerned!

Posted by: **Metalgear**

Hi all,

I've read many postings on this issue, but failed to find any related to the manufacturing dates for the engines affected. I looked up mine, manufactured on 11-28-98, has almost 23K and no leaks. Is there information regarding what period of time was affected?

Metalgear
Sunny California (except when it rains)
99 Expy XLT 5.4L Stock

Posted by: **Dustoff**

So far..a few members with this leak posted that their engine build dates were 9/98 thru 12/98.

Everyone who is experiencing this problem..please post your engine build date. For those who do not know where this info is located, look on the drivers side valve cover. There should be a white sticker with a bar code and a date of manufacture.

2000 F-150 XLT, 4x2, 5.4L Supercab, Styleside, Black with silver two-tone, 3.55, class III towing package with heavy duty cooling package, 4 wheel disk ABS, overhead console, sliding rear window, keyless entry, dark graphite interior, in dash CD, Pentaliner bedliner, K&N air filter, rubberized undercoating, cabin filtration system, Bugflector II, 5W-30 Mobil 1, engine build 10/4/99

Posted by: **Barlitz**

Hello Everyone

I stumped upon this page yesterday.I have a ?.I have a 99 F250 4x4 SC with the 5.4,build date on engine is 8/13/99.I sometimes notice burning oil smell usually after some heavy driving I have a lead foot and after reading some of these posts I am wondering if I have the same problem.I don't notice any oil on engine or ground but I do notice it looks like moisture around where head gasket is.The engine oil level is fine and truck runs great other than a few minor problems, brakes squeaking,light ticking from dash around 40 mph,thumping noise passanger front tire over bumps.This is my second 99 truck this year first was a lightning and that also had its share of problems.I didn't think I'd ever say this but I may have to test drive a Chevy if this is a head gasket problem.

Barlitz,
99.5 Black Lightning,
Hinge mount tonneau,
cd player,
bedliner,
lojack,

Posted by: **Barlitz**

I dropped my truck off tonight to have head gasket looked at,I occasionally smell oil and sometimes antifreeze,noticed a little clear oil around gaskets but oil level is fine,service rep did say they were having some problems with the 5.4.My engine was built on 8/13/99.I looked on the calendar 8/13 is a Friday.Now I know I'm doomed.I hope not I really like this truck its only got 3200 miles on it.Will update tomorrow evening to let you know what the status is.

Posted by: **mpocrats**

What I've been told by the dealer: The "Ford Fix" for the oil leak on the passenger side: Replace the Head.

Mine went in the shop last Wed. to get the head replaced. They got it apart on Friday. I went in a looked at it. The head does have machining marks (swirls) that pass over the oil pressure port(located at the rear of the block/head)and migrate to the rear edge. The new head does not have these marks. I'm told that this is what Windsor says is the problem and the fix.

My opinions: (NFI why it leaked)

Did not notice a gasket flaw.

Do not think original head machining marks (swirls) are deep enough to cause oil to leak.

- Could not feel swirls with my finger.

- Could not feel them with a razor.

Did not note any defect in block.

Did not have a long enough straight edge to check block or head warpage

Dealer did not drain antifreeze prior to disassembly - cylinders were full. Hope that they Flush both the coolant & oil after reassembly. Lots of stuff has ended up in coolant system and oil systems after they straight edge crap off the block.

Posted by: **Berlitz**

Got my truck back no head gasket problems yet anyways,I had the whole truck looked over no problems what so ever,I had an oil change done and the dealer put some dye in oil next change the dealer will look at with a special light to see if any dye has leaked out.He did say they were having a problem with some engines but few and far between,mpocrats what was the engine build date on your engine mine was 8/13/99.

Posted by: **Dustoff**

Berlitz,

Thanks for posting your build date (mine 10/04/99)...many of us are interested in this potential problem! Good to hear that it is few and far between on the number of engines. So far...no leaks for me.

2000 F-150 XLT, 4x2, 5.4L Supercab, Styleside, Black with silver two-tone, 3.55, class III towing package with heavy duty cooling package, 4 wheel disk ABS, overhead console, sliding rear window, keyless entry, dark graphite interior, in dash CD, Pendallner bedliner, K&N air filter, rubberized undercoating, cabin filtration system, Bugflexor II, 5W-30 Mobil 1, engine build 10/4/99

Posted by: **mpocrats**

WHAT WOULD YOU FOLKS DO? I really would like to know.

I will post the engine build date right after I see the thing. My 99 F250 4X4 SC(light duty) went into the dealer on 16 FEB to get oil leak fixed - head replacement. It's back together but the power is low on the entire bank that got the new head. Timing is ok (after a couple of iterations) They tried reprogramming the EPROM - no luck. Compression test today. We'll see.

Tired of walking. Tired of waiting. Tired of messing around with rebuilding an engine on a new truck.

I'm not a satisfied Ford customer at this point.

Want to move towards replacing with a NEW motor not an FQR - they have lots of problems and I don't want to live at the dealer. If not, I will definately sell (& take a HUGE LOSS) and change manufacturers (probably to Toyota) and never go back to Ford. Can't afford it - both cost & time.

Hopefully Ford wants my business. Hopefully Ford will instill confidence that the truck will run trouble free for a while by installing a new motor.

I don't want a rebuilt engine in a new truck That's not want \$30K is suppose to buy.

If not, it's gone.

I'll be a post Ford customer.

If so, I hope and pray that Toyota has a Kick Butt web like this one!

More to come.

Posted by: **Lotsa777's**

Do the engines in the 2000's have the same problem. Ordered my truck in 10/99 received in 11/99?

Where can I find the engine build date?

2000 F150 4x4 XLT Island Blue Supercab, 5.4, 3.55 Limited Slip
Class III Towing Package & Trans Cooler; Backcountry Stainless Step Bars;

Posted by: **caseyh**

I was thinking of purchasing a 99 F-150 with the 5.4L engine in it. It's used and has 30,000 miles on it. The oil leak problems have me very concerned with whether or not I should buy it. Does anyone have any suggestions on what I should do if I do decide to buy and how hard will it be to get my dealer to replace the head, or head gasket before I buy it? Any feedback would be greatly appreciated. The Navy doesn't pay me enough to make a mistake like that and be out a lot of money.... Thanks....

Posted by: **Dustoff**

So far no one with a 2000 engine has posted anything about having an oil leak. I checked mine very closely yesterday..it has 3,000 miles on it....no leaks at all.

2000 F-150 XLT, 4x2, 5.4L Supercab, Styleside, Black with silver two-tone, 3.55, class III towing package with heavy duty cooling package, 4 wheel disk ABS, overhead console, sliding rear window, keyless entry, dark graphite interior, in dash CD, Penciliner bedliner, K&N air filter, rubberized undercoating, cabin filtration system, Bugflector II, 5W-30 Mobil 1, engine build 10/4/99

[This message has been edited by Dustoff (edited 02-25-2000).]

Posted by: **Dustoff**

caseyh,

I would see if they would let you drive it for a day or two (over a weekend)..to see how it rides and also to see if you find any leaks. I am starting to notice a few more posts about this oil leak problem...but considering FORD produces 850,000+ trucks per year..it is not epidemic yet like the door crack problem. Look it over closely. You might even want to print off some of this information and take it in with you to show them. However, you are near the end of the warranty period of 36,000 miles..so an extended warranty might not be a bad option????

Also, check the engine build date (drivers side valve cover) and if it was built in late 1998/early 1999...you might run into the PISTON SLAP problem.

Check the roof, inside the water channels for cracking. My 98 supercab had this problem..which really is not a major problem...but I believe it should not happen at all.

Best of luck!

By the way...GO ARMY!! (I was a Chief Warrant Officer for 7 years) hahahaha

2000 F-150 XLT, 4x2, 5.4L Supercab, Styleside, Black with silver two-tone, 3.55, class III towing package with heavy duty cooling package, 4 wheel disk ABS, overhead console, sliding rear window, keyless entry, dark graphite interior, in dash CD, Pandaliner bedliner, K&N air filter, rubberized undercoating, cabin filtration system, Bugfactor II, 5W-30 Mobil 1, engine build 10/4/99

[This message has been edited by Dustoff (edited 02-25-2000).]

Posted by: **Lotus???'s**

Is there a TSB on the oil leak. Went to alldata.com but could not find a TSB for the oil leak.

Posted by: **XLTJAKE**

Dustoff,

Mine has about the same mileage as yours (3300), also no leaks.

BLK 2000 F150 XLT 4X4 SuperCab SB, Shift-on-the-fly, 5.4L, 4R70W, 3.55 LS, 4-Wheel disc/ABS, ORP, Keyless, PWR Seat,

Slider, Soft tonneau, Cab steps.
MODS: Rhino, Molded flaps, Mobil1 0W-30

Posted by: **Dustoff**

I just checked NHTSA's web site for 98,99 and 2000 F-150 TSBs...and did not find anything about the engine oil leak.

I am interested to see if there is one myself.

<http://www.nhtsa.dot.gov/cars/probl...service/my1.cfm>

2000 F-150 XLT, 4x2, 5.4L Supercab, Styleside, Black with silver two-tone, 3.55, class III towing package with heavy duty cooling package, 4 wheel disk ABS, overhead console, sliding rear window, keyless entry, dark graphite interior, In dash CD, Penciliner bedliner, K&N air filter, rubberized undercoating, cabin filtration system, Bugdeflector II, 5W-30 Mobil 1, engine build 10/4/99

Posted by: **MudPie**

Anyone know if there is a SS# number for the oil leak, casting problem?

Also where do I look for my engine build date?

Posted by: **Dustoff**

Your engine build date is on the engine, drivers side valve cover...a white sticker with a large bar code.

2000 F-150 XLT, 4x2, 5.4L Supercab, Styleside, Black with silver two-tone, 3.55, class III towing package with heavy duty cooling package, 4 wheel disk ABS, overhead console, sliding rear window, keyless entry, dark graphite interior, In dash CD, Penciliner bedliner, K&N air filter, rubberized undercoating, cabin filtration system, Bugdeflector II, 5W-30 Mobil 1, engine build 10/4/99

Posted by: **SVTWES**

Well, I just had the pleasure of having my dealer tell me that I have a blown head gasket, and my truck is out of warranty. I called FoMoCo, and received no intelligent information. I'm going to try to get some satisfaction on my own, but any help from the outside world would be greatly appreciated.

Fear a Government that fears an armed people.

Posted by: **jj1**

Whats the info on your truck, year, model, engine??

I just finished fighting with fomoco.ca about the fact that everyone I know who was leakin in a 99 got a new motor, but they are just willing to gimme a new head gasket.

The Midnight Flyer
'99 XLT SC SB 4x4 5.4 auto 3.55 ls
Green and Gold.....100% ford.....cracked doors and all.
I'm not driving fast.....I'm Flyin Low.

Posted by: **notirT**

[This message has been edited by notirT (edited 03-01-2000).]

Posted by: **notirT**

My two month old '00 just developed a head gasket leak, and given the 5.4 track record I'm gonna sell this piece of junk, any buyers?

99 2wd S/C a/b XLT 4.6 Triton auto. w/3.08 and
2000 Lariat SC 5.4 4x4 3.73 LS

Posted by: **TurboIROCZ**

Hi all..

I was under my truck today checking out the exhaust system (I ordered a Flowmaster 40 yesterday), and noticed oil on the bellhousing of the tranny. I've also seen the comments here, and my problem pretty much fits everyone else's. Has anyone been satisfied by Ford's response? I've got 250 miles left on my warranty...

Thanks--

Kris

Posted by: **TurboIROCZ**

--

[This message has been edited by TurboIROCZ (edited 08-02-2000).]

Posted by: **Ronm007**

Thank you everyone for your input. Now I have the same problem after 33,000 KM. The dealer says they will replace the gasket. However they have not removed the head yet. Does anyone have a copy of the TSB? What is the proper fix next to replacing the engine which I don't think will happen? As most of you I am pissed, I called Ford's customer line and of course spoke with a bozo who gave no customer satisfaction. I don't know why they even have a toll free line! Any help I can get would be appreciated as my truck goes in on Monday, November 20/00. I expect the run around but want to be prepared, will advise how things turn out.

Posted by: pattoldfoxpa

yes I have recently had the same problem. the service light came on after I notice it was running hard and after I check the oil which I do every other fill up which is once a week. To my surprize the oil was down 2 quarts of oil and I have 800 miles before my next oil change good thing I'm so anal and check the oil so often (but its a ford they are famous for burning oil even the new one's.

so I take to the dealer blown head gaskets I am so mad I could kick the truck, and you all know the truck will never be right. I want a new motor or want a extended warrenty. I should have let the motor blow it might have been better now I have to worry all the time about the head gaskets blowing P.S. I only have 19,000 on my truck, and my truck came from canada like alot of the other people who are having this same problem with 5.4L engine. It is a same because the truck has big power. hope to talk soon! patti

quote:

**Originally posted by darylvt:
I noticed oil leaking out the passenger side of the engine. I brought the truck in to the dealer and they confirmed it was leaking out of the head like the rest of the 5.4L's. They told me it would be 3 weeks before Ford would decide what to do. They said Ford is waiting to see what is causing the problem with the 5.4's. I thought it was a casting flaw in the block? It was diagnosed on Jan. 19, 2000. Has anyone had this problem around this time and still received a new 2000 engine? I called the Ford Customer service # and got the run-a-round, saying we are not aware of any problems like that and have no info, just keep in touch with the service manager at the dealer. Any help would be appreciated, Thanks....**

Posted by: pattoldfoxpa

I just had the same problem and I'm looking for other people with the same problem as well. Of course the dealers have not heard any thing, but I printed these letters all 20 pages and showed my dealer. I want a new motor end of story and I'm going to fight for it or if I don't get anywhere I going to trade it in for a Chevy which would kill me because I've been a Ford girl for 20 years, and the power of the 5.4L is unbelievable. Hope to talk soon pattoldfox

Posted by: **ksdoxey**

I recently had the 'burning oil smell' problem with my 1999 5.4L with only 19,000 miles. After all the discussions I had with ford and two dealers...all I got was a new head gasket. Its been about 1000 miles since the repair...so far so good. Only time will tell. I'll be watching very close for any signs of oil loss from here on out. *****

I agree that this 5.4L is a very strong engine...but with all of the problems it has, it WILL BE MY LAST 5.4L. The funny thing is when I bought my truck they had two trucks exactly the same except one was a 5.4L and the other was a 4.6L....the dealer told me to take my pick of either truck for the price he quoted....what a mistake I made.

1999 F-150 XLT SuperCab - Sport Package, 5.4L, 3:55 Ratio, 2WD, Gold/Tan, (MFG date 5/99)

Posted by: **pattifordfxpa**

Hi ksdoxey thank you for responding, we had the same offer as you did and we opted for the 5.4L because our friend had the 4.6L and it didn't have the get up and go like the 5.4l has, the power is great. I know because I'm a lady ford fan alot people the (dealer) would give a hard time and they are, wrong parts it needs new head bolts wrong ones came two more day waiting now it's the wrong gaskets unbelievable! I want the truck right it's new 19,000 is new not even broke in yet. I feel like you do now we have watch it all the time. Maybe I won't keep a close eye on the oil and let things happen it might be better. Now that it has had the head gasket problem if the motor goes I would have to have Ford replace it. Good Luck Everyone, Let's stick together and fight, we all work to hard for our money to be screwed over! patti

quote:

Originally posted by ksdoxey:
I recently had the 'burning oil smell' problem with my 1999 5.4L with only 19,000 miles. After all the discussions I had with ford and two dealers...all I got was a new head gasket. Its been about 1000 miles since the repair...so far so good. Only time will tell. I'll be watching very close for any signs of oil loss from here on out. *****
I agree that this 5.4L is a very strong engine...but with all of the problems it has, it WILL BE MY LAST 5.4L. The funny thing is when I bought my truck they had two trucks exactly the same except one was a 5.4L and the other was a 4.6L....the dealer told me to take my pick of either truck for the price he quoted....what a mistake I made.

Posted by: **Radonray**

Yea patti, I had the same problem... I dropped my truck off to have the repairs done and after about a week I called to check on it...they said they were still working on it...Later that day I showed up and no one had even touched it...I WAS PISSED!!!! Apparently ford cuts the labor on that particular job in half if its warranty work...so none of the mechanics wanted to do the job!! UNBELIEVABLE!!! So I took my truck back and contacted ford directly. They set-up an appointment with a very good, but small country dealership about 40 miles from me and gave me a loaner and in 2.5 days the repairs were done...When I looked under the hood, I couldnt even tell that they had touched the truck...I had to look close just to be able to tell they even pulled the head....

If you have any problems ...I recomend calling ford DIRECT...not the local rep or the owner of the dealership....CALL FORD!!!

Squeaky wheel gets the grease.....
(sorry so long)

Posted by: **BassDean**

Its not just 5.4's that leaking. My 4.6 romeo with a build date of 12/14/98 is leaking also. Though it was the rear seal inside the bellhousing but when I crawled underneath today with a 1million candle power spot I found that it is leaking from between the head & block at the very back on the passenger side. Its not bad enough to be dripping on the exhaust, yet. This really sucks. To the dealer I guess, truck has 27k miles.

Posted by: **StellarTundra**

quote:

Originally posted by mpocrats:
...I'll be a post Ford customer.
If so, I hope and pray that Toyota has a Kick Butt web like this one!

More to come.

www.tundrasolutions.com :-)

Folks there are having some troubles with the first release of the Tundra (2000 model), but most are being dealt with apparently in a better manner than Ford is dealing with this one. I've only got 2000 miles so far on my 2001 Tundra, but I'm digging it WAY more than the F350 Club Cab I drive for work. Go drive one, you'll find a level of attention to detail unsurpassed by the traditional American manufactures. (Tundra is made in Indiana)

Posted by: **Elrond**

[QUOTE]Originally posted by darylvt:

[B]I noticed oil leaking out the passenger side of the engine. I brought the truck in to the dealer and they confirmed it was leaking out of the head like the rest of the 5.4L's.

Well my 1999 F150 5.4L V8 has just been determined to have the dreaded leaking head gasket problem. The dealer is contacting Ford to see what/if any solutions or recommendations they might have. I gather that if the problem is indeed a poorly machined interface, just replacing the gasket will only be a temporary solution. Let me know if you make any progress with Ford.

Posted by: **pattiofdfoxpa**

Hi ksdoxey It's Sunday and I have my truck back with new gaskets, it was a 1 week before I got the truck back. They put a 2000 head gasket on they told me that the gasket is copper and the 99 were aluminum do you know if that true? They also had to do something with the coolant which makes me thing that it is a casting problem, what do you think? I think that why one spark plug was all corroded because of and anti freeze leak a corrosive usually will cause that problem as far as I know. I have contacted ford and consumer reports to see what going on. Hope we all get some where on this problem. Talk to you soon, patti

quote:

Originally posted by ksdoxey:

Yea patti, I had the same problem... I dropped my truck off to have the repairs done and after about a week I called to check on it...they said they were still working on it...Later that day I showed up and no one had even touched it...I WAS FISSSED!!! Apparently ford cuts the labor on that particular job in half if its warranty work...so none of the mechanics wanted to do the job!! UNBELIEVABLE!!! So I took my truck back and contacted ford directly. They set-up an appointment with a very good, but small country dealership about 40 miles from me and gave me a loaner and in 2.5 days the repairs were done...When I looked under the hood, I couldnt even tell that they had touched the truck...I had to look close just to be able to tell they even pulled the head.... If you have any problems ...I recommend calling ford DIRECT...not the local rep or the owner of the dealership...CALL FORD!!!

Squeaky wheel gets the grease.....
(sorry so long)

Posted by: **black f150 offroad**

so have any of you had the head gasket replaced and had the problem return? mine leaked at 5,000k , replaced and now I am at 40,000k and no leaks

Posted by: **Jakegypsum**

Hey Gang, I got the same leak. 99' Expl, 5.4 engine. Man Date 05/01/99. Took it to Ford and they did the dye test. They ordered the gasket set and also put in some type of requisition for an engine, if needed. They have been very good about the situation. The truck goes in on monday for the gasket kit, which they received last tuesday. I will keep you posted.

Jakegypsum // Ford fleet, soup to nuts.

Posted by: **Jakegypsum**

The latest. The truck went in today for the head gaskets. If the gaskets were to fall again, they will replace the engine. They gave me a rental car for the time that the truck will be down and so far the service rep at the dealership has been very accommodating.
Jake.

[This message has been edited by Jakegypsum (edited 02-13-2001).]

Posted by: **Jakegypsum**

Hey gang, Ford replaced the right side head and gasket. They tested it at there facility and found the head leaking again. This time from the front. They are tearing it down again. They feel that it is still the head. I am not so sure. If they can repair the engine, cool. If not, then I want a new one. Needless to say I am seeking council on Wed.

Jake.

Jakagypsum // Ford fleet, soup to nuts.

Posted by: Jakagypsum

The latest, I have received my Expi from Ford. Everything seems OK so far. I really have not ran it long enough to really test the engine. It just got to running temp when I pulled it into the garage. The idle is fine, not running rough like problem some people have had. It may have seemed a little sluggish at first but it was very cold out when I picked it up this morning. No leaks so far. No mess in the garage. The leak that appeared when Ford worked on it was the plug in the front part of the oil galley. Human error. They never tighten it when they put it all together. That was Monday. That was when I posted the above thread. I picked it up this morning .(Thurs). I did not receive any paperwork. They said that it still needed to be processed. The parts and warrenty are two separate reports that need to be finalized. They said that I will receive all paperwork in the mail. My only concern is that the paperwork will cover any problems in the future when the truck passes the warrenty date/milage. I'm not looking for any crazy extended warrenty, I just want to be covered in case this problem shows again 2 miles past warrenty end date. Overall, I am content with Ford and how they handled the situation. My service rep did keep in contact on almost a day to day basis. I will keep in touch if anything new were to come up. Jake.

[This message has been edited by Jakagypsum (edited 02-22-2001).]

Posted by: FiredogOH

I am having the same problems with my engine...was in shop begning of this month for an oil leak. Bulid date was 10/98, do not know exact date because truck is in shop right now for vibration at idle, 4th time say it is characteristic of engine. They replaced Passenger side head gasket and a bunch of other crap along with it. was in for 4 days for this. I informed service manager about this problem and I knew of a dealer in my town that was replacing engines. (THis dealer refused to look at my truck last year for an oil leak problem because I did not buy it there so I went to a different dealer even though truck only had 24,000 miles at the time) Anyway service manager told me ford tells them to replace gaskets. I asked about if this happens again and he said they have done 5 in the past two months and haven;t had a problem. Yea right. not yet anyway. This is just a short list of the on going problems I have had with this truck and with ford.

I go back today to get my truck because they cannot find any codes even though it idles like crap.

Posted by: murfster

Is this inherent on ALL 5.4's or just a few. I've followed the thread and mine "should" have the oil leak ('99, 5.4, Winsor,

DOM: 8-12-98), but does not.
Did I just get lucky or is this eventual doom (after 23k mi.)?

Thx...

...my first "big" truck
'99 Ford F-150 Lariat
4WD, 4DR...absolutely stock (I guess)

Posted by: riggs

I also have the oil leak. They are replacing my head gasket now. My question is What other problems would this cause? Was oil not getting to where it should have been? Was coolant leaking into the cylinders? Will a new head gasket fix the problem? If they shave the head will there be shavings in the motor? I let you know when I get it back what they said they did to it.

99 f150 5.4L 4x4 Supercab, Flairside XLT, ORP, Towing pkg, 3.73 Limited Slip,
Electronic shift 4x4, Sliding rear window, Dark Toreador Red, Medium Prairie Tan Cloth
Captain's Chairs, Floor mats, Cab steps, 6-way power driver seat, Remote keyless Entry, 4-w
ABS/4-W Disc, Bed Liner, Undercoat.

[This message has been edited by riggs (edited 03-01-2001).]

[This message has been edited by riggs (edited 03-01-2001).]

Posted by: Jakegypsum

Hey Guy's, Ford is blaming the oil leak problem on bad machining of the head on the passenger side of the engine. One person said to me that when the right hand side head was planed at the winsor factory, it was not lifted off of the planing machine properly. It was not lifted off in a straight fashion thus keeping one end of the head on the plainer for a split second longer. This supposedly made the one end of the head weak. I don't know how true this is, but it does make sence. The problem only existed with the right hand side head.

I had one small problem when I received my truck after the repair. After driving about two miles, the "check engine soon" light came on. I took it back to Ford and they took care of it right away. It was a faulty connection on the EGR valve. Besides that, everything seems to be OK.

Jakegypsum // Ford fleet, soup to nuts.

Posted by: **ladoxey**

This is just an update....

I've put about 2000 miles on my 99 5.4 since i had the pass. head gasket changed and everything looks great so far. My first gasket let go at 19000 so i guess I've got a while to wait to see if it really fixed it or not.

I made a few trips and talked with a couple of dealers before I found someone that I thought was capable of doing the repair....but it was worth the trouble. 2.5 days in the shop...loaner car...no problems since...

1999 F-150 XLT SuperCab - Sport Package, 5.4L, 3:55 Ratio, 2WD, Gold/Tan, (MFG date 5/99)(Repaired leak!!)

Posted by: **black'n'chrome**

I had the leak, it was coming down the back side of the engine, and was on top of the block also. It was burning on the exhaust manifold on the passenger side. Took it to the dealer, they ended up replacing BOTH head gaskets, they hadn't heard of anything wrong with the '99 5.4 except for the pass. side head gasket. 2000 miles later, here I am still with a leaky truck. I don't know where it's coming from. Any suggestions for where to look? It's all over the bottom of the engine, and I can see that in the V, or flat spot on the top of the engine, that it is still covered in oil. Sure wish I could get the dealer to fix it for good. Does anyone have any suggestions as to what to do, say, or where to look to find the source of the leak?
Thanks

'99 F-150 XLT SC, short box, black ext and tan int, 5.4, remote keyless entry, CD w/premium sound, trailering package...
Accessories: Access tonneau cover, Ford factory steps, DeeZee stainless side moldings, custom behind-grille bug screen, a Lund stainless cold front for the winter, and a Genuine Steel Products grille/brush guard.

Posted by: **lazyblazer**

murfster, Good to see someone so close! I thought my recent purchase of a used 99 F-150 4x4 5.4L styleside w/ 50,000 miles was good to go until I crawled underneath the passengerside of the truck and looked up where the head meets the

block. Sure enough there is a leak (a small one but a leak) right between #3and#4 cyls. I got a 3month 3000 mile warranty thru the chevy dealer where I purchased it. Today I am taking it to them to see what they are going to do. Murfstar, do you have a good Ford dealer or Chevy dealer down your way??

Posted by: **ksdokey**

black'n'chrome

Who cares where its coming from....bring it back to the dealer and have them find and fix it!! If you dont trust your dealer...find a new one and let them fix it right.

Contrary to popular believe...we are not responsible for diagnosing or fixing the defective parts of our trucks while under warranty!!! BRING IT BACK!!!

black'n'chrome best of luck and as always...keep us up to date....

1999 F-150 XLT SuperCab - Sport Package, 5.4L, 3:55 Ratio, 2WD, Gold/Tan, (MFG date 5/99)(Repaired leak!!)

Posted by: **murfstar**

lazyblazer - OK...guess I'll have to take a closer look and see if the leak does exist. I have not seen any "obvious" evidence (small, slight, driveway puddles...etc), but who knows. Better safe than sorry.

Yea, we have Legacy Ford off Old Industrial Parkway. To date, they have been very fair and responsive to anything I ask for (which isn't much...a stuck window once...same day called-same day service).

Can't say much about the sales side, but they are consistent with any dealer not related to CarMax or AutoNation - HAGGLE, CUT THROAT, basically leaving one with a feeling of being in prison with "ole-homey" Bubba.

...my first "big" truck

'99 Ford F-150 Lariat

4WD, 4DR...absolutely stock (I guess)

Posted by: **mully**

I also just found the same oil leak. To took it to the dealer and they said the 2001 5.4l block that they are going to put in it will solve the problem. swapping heads and gaskets won't do anything . Funny thing is the dealer told me its not the head gasket its a metal plate? He also told me that the new 2001 block has a better gasket and that's what' going to solve the problems.Talk about contradicting yourself. I'm suppose to get a brand new engine. How can I check this? Has anybody found a solution yet? Besides buying chevy. 99' f150 5.4l 14,000miles

[This message has been edited by raully (edited 03-07-2001).]

Posted by: **pattoldfoxpa**

Hi everyone it's patti old fox I have bad news guys I have only put 600miles on my truck since last time we talked and I'm down 2 qts. of oil. are we suprised! I've had the same guy check my oil every week with every fill-up and this sat. and it was 1 1/2 quarts in one week so i'm going tomorrow for them to mark the oil stick to see how much oil I'm leaking big deal I just told them how much it's leaking. I told the services manager I'm going to drive it thru the show room if he doesn't fix it this time I only have 20,000 even on the truck I am Pissed off [QUOriginally posted by kadoxey:

black'n'chrome

Who cares where its coming from....bring it back to the dealer and have them find and fix it!!! If you dont trust your dealer...find a new one and let them fix it right.

Contrary to popular believe...we are not responsible for diagnosing or fixing the defective parts of our trucks while under warranty!!! BRING IT BACK!!!

black'n'chrome best of luck and as always...keep us up to date....

[/QUOTE]

Posted by: **therock**

I dropped my 1999 F-150 off at the dealership today for the same problem. Just waiting to see if they give me the run around or not. My truck also has the cold start knock. They know about this too!! MY mfg. date was 5-16-1999. I thought they had all the problems fixed by then, guess not!?

Posted by: **Boyznb1**

I took in my 99 150 they found an oil leak again, head gasket has already been replaced, they are now going to replace the

engine, For those with leaks take them in. I have 400 miles left before warranty is up. I got no runaround. Just going to wait for the new engine to come in.

F150 5.4L Style side, Rearsliding window,white
4/2 greyInterior, Tietrac alarm system (Satellite) Bodiliner
Windows tinted

Posted by: **adnewrd**

My 1999 5.4L Lariat with a leaking passenger side head gasket has been sitting at the dealer for a week. They haven't turned a wrench on it yet. I don't know the date of engine manufacture and the vehicle is at the dealer. Ford says they will only replace the gasket. Extent of warranty is 12 months or 12k miles for the repair. Gave service manager a copy of this thread. His response was I'm only going to do what Ford says, which is replace the gasket. I requested that the regional representative contact me. I wanted to contact the representative myself but the dealer refused to give me his name or number. They said they would contact him and have him call me. That hasn't happened either. I called Ford's 800 so called "Customer" line. It would have been more satisfying to hit myself in the head with a hammer. I have an appointment on the 21st of March with an attorney who specializes in litigation against dealers. I cannot remember the last time I felt so completely victimized by a company and dealership. I have owned Fords all my life and at this point do not believe I'll ever park another one in my garage. I have 23K miles on the vehicle and about 14 months left on what they jokingly call a warranty. A warranty is only as good as the people behind it. Does anyone out there have any documentation such as a TSB or a test report to help me and the rest of us prove what many of us believe? It is my opinion that Ford knows they made a batch of defective engines. Based upon what I have read in the other 78 replies to this thread I think they are superficially repairing them to drive the customers beyond the warranty period so we can replace the engines out of our own pockets. The engine took 23K to leak the first time. Does anybody have 23K or more on a leaking 5.4L that only had the head gasket replaced? This is a really terrific web site. It's a shame the commonality of this thread is poorly made engines.

Posted by: **fordtec2001**

all i know is im sick in doing these head gaskets
but then again i could be doing a 350 van engines whew thank god im doing the f 150s

Posted by: **Boyznbl**

Well the dealer replaced the engine, So far no oil leak,It also took care of the Idel. My 99 f-150 had the head gaskets replaced at 28000 miles, At 35650 miles they found the engine to be leaking again, So they replaced the engine, So far so good, any

questions let me know.

F150 5.4L Style side, Rearsliding window,white
4/2 greyInterior, Tetrac alarm system (Satellite) Bedliner
Windows tinted

Posted by: **reality**

I took my truck in today to have the new 2001 block put in. All the ford dealers I talked to know nothing about the oil leak. Suprising Isn't it. They all said there is no TSB or recall. If you think about it Ford Isn't going to do a recall and swap all the bad engines for new ones,which is the only thing that is going to solve the problem. From all the info I have gathered and people I have talked to, it is three things that are causing the problem. One being a defective head gasket, second problem being a casting flaw in the block from the winson plant in canada, and the third most important problem being fords Bull**** customer service. Their factory trained techs and customer service reps know NOTHING about these trucks. Bottom line is get a new engine from your dealer and don't take any B.S. The 2001 block is suppose to have a better gasket and a properly machined block(I hope).

Posted by: **adneward**

Update on the 1999 Lariat. Service Manager gave me a copy of the "TSB". Record number was 13846 but this may be only relevant to my truck and this particular inquiry by the dealer. I would quote it verbatim but am unsure of the legalities involved in unauthorized reproduction. I will summarize as best I can. For oil leak from head gasket on 5.4L engine. Replace leaking head gasket. Check head and block with a straight edge. Surfaces must be free of defects and flat within .002" in 6" to an overall max of .006 for block and .004" for head. Don't use abrasives or abrasive tools to clean surfaces. Use only Ford approved citrus based cleaning solvent and plastic scraper. Surfaces must be clean in the extreme. If cylinder head surface is defective replace head. If the block is defective replace engine with FQR "...as appropriate". The dealer finally got my engine torn down today. I went to examine it and photograph it. Head has many noticeable swirl marks from where it was cleaned with what was almost certainly a wire brush in a drill. I am not going to allow them to put a FQR engine in this vehicle. I still have my attorney's appointment on Wednesday. I have other vehicles and the d***n thing can sit there until this gets resolved to my satisfaction or I sell it whichever comes first. By the way, I reread my warranty guide. The reference to the Dispute board sounds like a great idea until you try to use it. The 800 number yields a recording which basically says, leave your name and address and we will send you a form. I have directed my wife to remind me about all this bulls*** if she ever sees me look at another Ford advertisement, vehicle, or product review. When I am done with this mess I am done with Ford. I will keep you informed about what the attorney says.

Posted by: **adnewrd**

Sorry, but I just reread what I got from the dealer and what I thought was a TSB is really an SSM. Haven't a clue about what the difference is, but I didn't want people wasting time looking for TSB 13846 when it really is SSM 13846. This SSM also references Crown Victorias, Grand Marquis Town Cars and Mustangs. It also is shown as relevant to the 4.6L engine.

Posted by: **pattoldfoxpa**

Hi Again It is the 20th of march and I dropped my truck off mon the 19th and they are now going to but a new engine in finally. I pulled the conn. State Lemon Law and they could have done a buy back if I brought it back 4 times for the same thing, which we know would have happened my truck has not been owned for more than 2 years and that lemon law looks the same in most states. I gave the dealer 2 options 1 fix the engine or you can buy back my truck in a month of so. If you all are not getting anywhere print your state lemon law and throw that one at them. I still have till the end of july for the lemon law to stick who knows what will happen for now I really happy with a new engine. Good Luck One and all I will keep you all updated and thank you all for all your help pett

quote:

Originally posted by pattoldfoxpa:

Hi everyone it's patt old fox I have bad news guys I have only put 600miles on my truck since last time we talked and I'm down 2 qts. of oil. are we suprised! I've had the same guy check my oil every week with every fill-up and this sat. and it was 1 1/2 quarts in one week so I'm going tomorrow for them to mark the oil stick to see how much oil I'm leaking big deal I just told them how much it's leaking. I told the services manager I'm going to drive it thru the show room if he doesn't fix it this time I only have 20,000 even on the truck I am Pissed off!

Originally posted by kedoxey:
black'n'chrome

Who cares where its comming from....bring it back to the dealer and have them find and fix it!!! If you dont trust your dealer...find a new one and let them fix it right.

Contrary to popular believe...we are not responsible for diagnosing or fixing the defective parts of our trucks while under warranty!!! BRING IT BACK!!!

black'n'chrome best of luck and as always...keep us up to date....

[/QUOTE]

Posted by: **BYGBRI**

To All,

Count me in. Just noticed an oil leak! Oil on bellhousing, starter, and exhaust. 29,000 miles. Will be starting the dealer B.S. soon.

BYGBRI :-{

'99 White, F150 XLT, SuperCab, StyleSide, 4WD, 5.4L (built 06/10/99, no problems as of 01/19/01), HD Tow package, 3.55 Open diff(yuki), K&N Filter, Gibson Cat-back, Jet Perf. Chip, Rancho RS5000's, AMP Bed X-Tender, Muth Signal Mirrors, Cobra CB, 4" High Rider rear-seat lift. www.f150online.com sticker.

Future mods:

Expy Center Console, Banks Tranny and Oil temp gauges in "A-pillar" pods(ordered 1/12/01).

WMS Vel tube-ordered 3/2/00 not received as of 01/19/01.

Posted by: **1stFord**

I went to the Ford dealership today to pick up my truck and I have the dreaded head gasket leak! I talked with the service guy and a mechanic about the problem. The mechanic told me the reason for the problem. Apparently when the head gasket was put on there was some oil on the head on the right side. The gasket did not seal well and that's where the oil leak is. He said he has done a bunch of them already and has not seen any with casting flaws.

I bring it in on Monday when the parts are in.

We'll see what happens.

2000 F-150 XLT Supercab 4x4

5.4L Engine (Built 8/19/99)

Off-Road Package

3.55 Limited Slip

Alpine CD Stereo/Polk Audio Speakers

K&N Air Filter

Eagle Cap

Posted by: **mrk888**

Hi, I have a 99 F-150 5.4L with 40,200 miles on it. Head gasket leak at 26,000 on right side replaced. Every time I have been back for oil changes I have complained about oil smell. Three times they found nothing, once they decided it was the belt and now at 40,200 miles the left head gasket has a leak. Service advisor tells me he will pick up 80% of cost and bill me 20% which at first sounds fair but after reading the problems other 99 owners are having I think I am being stiffed. Went to pick it up today found out that after a test drive the mechs did they found that the vehicle was losing heat. Something is wrong with the heater core or something they say. The truck is not under warranty obviously so what should I do????? The defect existed under warranty, in fact it started at about 5,000 miles. I just found this site and would appreciate any help that members could give. Email me at janda@ecenet.com with help!!!! Thanks!!!!

Posted by: **Dae/MD**

I've got the leak on my '99 and now I'm over the warranty period. Has anyone got any info on getting Ford to cover this after the 36000 miles? If not anyone got the TSB's Ford has on this? I know Ford has to be know something since the 2 TSB's listed on the NHTSA specifcily list the problem for motors built from 7/98 to 6/99 they gotta have soemtime of secret warranty even after the 3/36000. If anyone's got any info, please let me know. BTW from all the posts about this it seems the problem is going to end up like Ford 3.8 head gasket problems, that is unless Ford does the right thing upfront and take care of this.

Please Please someone that has the TSB's, please send me or post a copy so I can see the complete text. I understand that on the TSB's, some auto manufactures will list if a special warranty applies for a given problem.

Posted by: **pjk**

99 5.4L (Mar 99) had right head gasket replaced Jan 2000 with 34,000 miles (yes, that many). Dealer originally was going to replace engine but they determined how to 'fix' the problem before my truck was serviced.

In Dec 2000 with 72,000 miles, head gasket went out again and dealer charged me \$991 to reappear it.

Today, 4/16/01, oil is leaking again and truck is at dealer. Service writer said that it's common to BURN(edited from 'leak')1 quart of oil every 1,000 miles, which translates to 1 gallon of oil every 4,000 miles. Does anyone else believe his statement or has he been sniffing gas fumes too long? I don't know yet what the dealer's diagnosis of the problem is.

Any suggestions on how to handle the dealer or Ford to have problem resolved for good, and possibly get reimbursed for \$991?

[This message has been edited by pjk (edited 04-16-2001).]

[This message has been edited by pjk (edited 04-16-2001).]

Posted by: **MitchF150**

One quart for every 1000 miles! That's not right. I've got 64k on my 97 and don't have to add anything between changes. Oil is still pretty clean at end of 3k when I did change it. Sounds like most of these oil leaks occur fairly early in the engines life. I'm knocking wood very hard at this point in my ownership. I purchased it used about three months ago. It was originally a Canadian rig. Imported for resale in the states. So far so good. Best of luck.

1997 F150 4x4 Off Road, SC, Short Box, 5.4, Royal Blue/Silver, K&N, Gibson SS, LT265/75/16 Wild Country APT's

Posted by: **Dae/MD**

1qt every 1000 miles is exactly what I lose on my leaking passenger side headgasket. BTW, I sent an email to Ford to see if they can cover my leak under any kind of special program since they know this problem exists in 5.4's built from 7/98 - 6/99 and I'm past my warranty period. I got a reply stating they can assist but needed additional info. I hope they do the right thing and fix it, and I mean fix it right so I don't end up like some of the others that end up leaking again in the same place.

BTW, how come this board doesn't show email addresses? I wish the webmaster would turn the feature on in he/she turned it off.

- Dae

Posted by: **lateknight**

well just like the rest of the people on this thread I to have suffered the leaking head gasket but my story is some what different. Up here in Alberta ,Canada my local dealer was very helpfull they replaced the headgasket with no problem took about 1 week .The problem is after a few hundred km my 5.4 started to tick at all rpm and all of the time. So I took it back again and the dealer said that there is something wrong, but they didn't know what it was. they gave me a loaner focus (was a nice thing to do) and said that they would have to check with ford on how to proceed. Well ford said it was the lifters so they repalced the lifters. took about 4 days total. The dealer call me on friday and told me that my truck was still not fixed. I told them that I bought a truck because I need a truck not a focus. So they rented me a 2001 f-350 crew 4x4 and asked if that would do. I said YES, who wouldn't. 3 days later ford calls my dealer and tells them to check the oil pressure, then to pull the heads again and check them .So I kinda getting the idea that my motor is basically messed up and ford doesn't want to give me a new one. There just looking around tring to find anything that they can (they don't have a clue) get real they know ,they just won't admit it .So far my dealer tells me that ford has spent more than the \$5000 it would have cost for a new motor installed ,and they are still no closer to fixing it. This doesn't make financial sense to keep troubleshooting just give me a new motor already. Now it doesn't bother me that I don't have my truck to drive cause the f-350 that ford has been paying for has kinda grown on me in the last nearly 2 weeks. But I was wondering how the other people here just got new motors fairly

easily? My truck was built here in Canada, the first week in April 99 as I took possession of it the 15th of April.

Posted by: **JoeWhaley**

I dropped my truck off today for the passenger side oil leak...they're going to replace the head gasket. My main concern is also the warranty. I have 31000 on it now and I'm concerned it will crap out on me 20K down the road. The service manager told me that he would not leave me out to dry. When I pick up the truck I want to find out what exactly this means. If he doesn't offer an extended warranty (which I doubt he will) I will press VERY hard to get one. For those of us going through this right now, maybe it would be helpful to continue posting our stories so we know how Ford is reacting to individual cases.
Joe

Posted by: **Jim Hadley**

Here is my story, maybe it will help someone out there with the dreaded 99 /5.4 engine oil leak.

At 22,000 miles I noticed the hot oil smell and found oil on the bellhousing and engine cross member. Off to the dealer where I purchased the truck, which is a very small dealer located in a town with a population of 7,030. The leak was diagnosed as a valve cover leak and parts were ordered. When the gasket came in the service manager called and asked to have the truck. This is when the dealer found that it was at the head gasket area, (right side rear), and to take the truck home while he checked what the cause and cure was. He called back a week later and described the repair process. They would have to pull the head, check it for a flat surface, if it was the head the truck would be outside while waiting for the new head. If the head was O.K. the block was to be checked and the same procedure as the head would take place. By this time it was Christmas and I was leaving to spend 2 1/2 months in Florida and wanted to take the truck. The service manager agreed that there was no real danger in driving the truck as long as the oil was checked every fill-up while driving. He also suggested that I call FORD customer service and that I would probably get a "new" motor.

I waited until March 5th 2001 to call and got no real good feeling about a motor swap. When I got back home, March 13th I called my service manager and asked what was going to happen with my engine. He called 2 days later and said he had talked to the district manager and would have an engine there on the 23rd, but could not get to it real soon as he backed up. He called back on April 2nd and asked to have the truck on the 11th and I could pick it up on the 13th, which all happened.

It is a FQR engine and was assembled 2-24-01

After 200 miles there is no sign of an oil leak or piston slap and no loss of power. Fuel consumption is yet to be determined. I know it is early to evaluate the FQR, but you can bet I will be watching for all the bad signs. So far I am a happy camper, except that Ford will not give any warranty on the motor other than the remainder of the 3/36,000. I haven't given up on fighting that battle yet.

The dealer that changed my motor is averaging 3 motors, 4.6 and 5.4's, per week, mostly by one mechanic.

I was given a loaner for the 3 days, a Focus, but it was a vehicle.

1999 F-150, 4x4, SC Flareside
5.4L
P255/70R on 16" polished Alum.
3.55 axle, limited slip

class III towing
captain chairs
6 disk changer
born Nov. 23rd 1998, in Canada

Jim H

Posted by: dpyma

The two TSAs I found are #8093 seq #122 and #13846 seq # 124.

I am over the warranty and did not notice the burnt oil smell until about 40,000. When I did take it to the dealer, they confirmed the head gasket problem but since I was over the warranty Ford said no recall no fix. Actually, I would not have split the cost of fixing this had Ford offered since this is obviously a defect and not something I was responsible for causing. I have since put a complaint on the NHTSA site and notified Ford of my complaint/dissatisfaction. I was hoping there would be some others out there who had gotten some satisfaction (fix) beyond the warranty period so that we all would have some kind of legal ground to stand on. I think the key is for everyone to notify NHTSA and Ford (whether you had some help from Ford or not) so that they can build a data base and see how widespread the defect is, was and will be. I have owned Fords all my life (my father and his father), but this could be it for me.

ps. 1999 Expedition 5.4L 4X4 51,000 and parked.

Posted by: superport

I am asking all owners that experienced this problem, whether your warranty is covered or not, to log their complaint on the www.nhtsa.dot.gov site. This is the first step of getting Ford to acknowledge the problem. Thanks.

Posted by: jryager

I can't I was taken care of too well on my truck.

John

Posted by: **fredmeFord**

I had leaking passenger side head gasket and piston slap. 12/00 got an FQR engine, has good power and good mileage. Well, here it is 12 months later and I have that horrible burnt oil smell again. I have yet to get under the hood and pinpoint, but at this point in time it's just heading to the dealer to let them look at it and fix. 1 month left on my 36/36 warranty. I do not wish to own this truck out of warranty and will probably be looking for a new truck. New Dodge? Probably not until they get the new 5.7 hemi in it...

Posted by: **kamanakal**

:(and I make 100 for the thread. 35744 miles and I'm getting a new engine because of a passenger side head oil leak on my truck. I asked if it was going to be a FQR and the service manager said "no it will be a new motor". Wish that I could have gotten that signed in his blood. My local dealer was nice enough to get me a 4x2 Ranger which is ok if you like the feeling of having the emergency brake on when you run the AC. He originally asked if a Focus was O.K. and I asked if it was O.K. If I hauled all my trash cans to the dump in it since that is the only way it gets there, he miraculously produced a truck. I'm trying to be mad but if I get a new motor out of this I want to thank the person responsible for engineering this little problem into the truck so that it happens before the warranty expires.

In all seriousness though it is a real bummer and I really hope that I don't get a FQR. I would think that Ford would be more generous in offering new motors to those with valid warranties. It is pretty sad when they try to pinch pennies by not automatically doing the right thing.

I know that alot of people are so pissed that they will be switching to Chevys and Dodges but I still really like my truck and will try to endure the four to six weeks in my little ranger.

Posted by: **fyager**

Why is it taking 4-6 to change a motor? If they are waiting for the motor to get shipped, you should drive your truck. It was reported, investigated and the parts ordered prior to warranty expiration, they should let you drive your truck until the motor arrives....?

Posted by: **kamanakal**

When I went in to the dealership, thanks to this web page, I was armed with information. The dealer checked some kind of Ford dealer webpage (I'll ask him again what it was) to check on remedies for my stated problem. He came back with a service number for this particular problem and a check list on diagnosis. It required him to pull the head and check the head and block. He said Ford would only authorize repair to items that were damaged or flawed during manufacture and assembly. So in my case he said the block had a flaw and that Ford would give me a new engine. He was surprised when I asked about the FQR and he told me that they only offer FQR engines when the vehicle is out of warranty and the owner doesn't want to

pay for a brand new one. But after reading all the nightmare stories on this board I'll believe it when I see it. As far as why it will take so long, to the island of Kauai even 2 day UPS is 3 days. Motor will have to be shipped by slow boat to Honolulu and then on to Kauai after they off load and reload the barge and that's after the motor is trucked from some where back east. I know that I could probably demand that they put it back together so that I can drive it but I figure that I would rather add wear and tear to their loaner than to my truck. I can tell you one thing though If I have to wait 4-6 weeks for a FQR I'm going to be pissed. In fact just talking about it makes me worried. I'm going to reconfirm with the dealer on Monday and I'll post the results.

Posted by: **ruger-dfw**

Got my new one. Ford said replace the engine. Now my 99 has a 2002 engine:D . Had the leak on the passenger side valve cover side.
Runs great

Posted by: **fyager**

That's cool, Ford said "take care of him" for me too on my 1999 XLT 4x4 Scab, now I have a 2001 5.4L engine..... in a 2001 SuperCrew Lariat 4x4 w/moonroof for less than I paid for the 1999 and lower interest rate... works for me....

Posted by: **af150**

Well, here we go....

After visiting this website and stumbling on to this discussion I immediately had a look at my engine build date (12/98 - Windsor) and sure as S***, there it was (passenger side on connection between exhaust.....) I took it down to the dealer also stating

I had engine pinging (1500 RPMs hot/cold). I rolled in 3 miles short of 30K. I told the "greeter" to have the tech give me a call once diagnosed. He called and agreed that it was the head gasket. He mentioned it was a recognized problem and depending on the extent of the damage, Ford would replace gaskets, heads, etc. but did not mention anything about engine replacement.:mad: Upon his inspection the block surface & head surface was not damaged. He gave me new gaskets all around as well as coolant flushing and oil. He mentioned he checked tranny fluid and it looked normal (good for 30K). As far as the ping, he checked codes, fuel pressure, & compression. All were ok. He called hotline and they suggested adjusting PCM octane level. He recommended 30K service (change fuel filter) and run good gas 89 octane. When I picked it up it still pings (not as pronounced). I will be performing service this weekend.

Next day:

Called service manager, got advisor. I mentioned that this seemed like a short term fix to a deep problem. She stated that since I brought it in under warranty and it goes bad after 3/36, I would have a better chance at having it fixed without paying

since have established the history. Then she said something about the dealer being Blue level certified??? and being able to deal with complaints on a one-on one basis.

At the end of the day I still have a pinging truck with 30K and a replaced head gasket and the Insecurity of "when (not if) will this go bad again". The good thing is we have bought 6 cars/trucks through the dealership in the past 5 years and have a decent relationship with the staff. I believe I can take their word for it, but am not sure where that puts me with Pappa Ford (absolutely no where).

Any ideas:confused:

99 5.4L (12/98 - Windsor) 30K
Amazon Green
Captains Chairs
K&N Air filter
Tow Package

Maintain a comprehensive service history, calculate fuel usage and generate service reminders with Ownersite.com



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September 2001

Dear Consumer:

All across America, millions of 1988-95 Ford vehicles with 3.8 liter V6 engines have head gaskets that could fail at any time, costing thousands of dollars to repair each vehicle if the head gasket takes the engine with it. In 1998 Ford sent Technical Service Bulletin (TSB) # 98-4-9 to its dealers advising that the head gasket on front wheel drive (FWD) 1988-95 Ford Taurus and Mercury Sable, 1988-94 Lincoln Continental, and 1995 Ford Windstar were prone to failure. The TSB advised dealers Ford had designed new head gaskets and bolts which would take 7-9 hours of labor to install.

In June 1998 Ford notified 1994-95 Taurus/Sable and 1995 Windstar owners that it would pay for head gasket repairs through 5 years or 60,000 miles but told 1994 Continental owners it would cover them through 6 years or 75,000 miles. The difference is major because 40% of failures reported to the Center for Auto Safety (CAS) occurs between 60,000 and 75,000 miles. The notification, Ford Service Campaign 98M01, warned owners that "premature failure of head gaskets could cause engine failure."

On November 24, 1999, CAS wrote William Clay Ford, Chairman of Ford Motor Company, about the 3.8L head gasket fiasco and asked that head gasket and engine repair costs be covered for the full 120,000 mile average useful life of these vehicles. CAS pointed out that the head gasket was a non-maintenance item in Ford Owner Manual and as such should last for the life of the vehicle but for the defect in manufacture. CAS pointed out that the 3.8L engine head gasket is just the latest example of Ford Motor Company trying to cover up a defect and avoid responsibility for complying with the law. Citing repeated fines and complaints from the Environmental Protection Agency, Federal Trade Commission and the National Highway Traffic Safety Administration, CAS told Mr. Ford that "no other auto company holds such a widespread reputation for lawlessness over the years." By avoiding recalls, Ford forces consumers to pay for repairing defects while riding at risk of failures on the highway which can lead to costly repairs, if not accidents, deaths and injuries.

With the letter to Ford, CAS launched a campaign to get Ford to cover all 1988-95's with 3.8L head gaskets including rear wheel drive (RWD) models not covered by TSB 98-4-9 but which had the same head gasket and problem. Newspapers across America carried stories on the Ford head gasket fiasco. Consumers such as Chuck Catanese started Website - <http://home.att.net/~ccatanese/ford> - to alert consumers to the defect and how to take action.

Faced with rising consumer anger, Ford slowly responded. In March 2000, Ford issued Service Campaign 00M09 and extended the warranty on head gasket failures and related engine damage to 7 years/100,000 miles for FWD 1994-95 models covered by earlier Campaign 98M01. Owners of pre-1994 and RWD models not covered continued to complain. On April 26, 2000, Ford applied a bigger band-aid and covered 1994-95 RWD Thunderbirds, Mustangs and Cougars for 7 years/100,000 miles under Service Campaign

ENCLOSURE (9)

00M10. Ford still left pre-1994 model owners out in the cold even though they had the same head gasket and defect. 1993 model owners were particularly outraged since many of them were still within 7 years/100,000 miles. Now 1996 model owners report failures with the "improved" head gasket. The Cleveland Plain Dealer did a series and even got Ford President Nassor to consider extending the 7/100,000 warranty to other model years, admitting the treatment of 1993 and 1996 owners was "inconsistent." But Ford refused to do anything.

For more information on Ford's defective head gaskets, send a check for \$12.50 to CAS at the above address for a package containing all three Ford Service Campaigns and CAS' letter to Ford with all attachments including Ford's TSB# 98-4-9 and a list of complaints on file at CAS at that time. If your vehicle is not covered, write Chairman William Clay Ford, Ford Motor Co., The American Road, Dearborn MI 48121 and demand it be covered. Consumer pressure got Ford to go this far; only consumer pressure will make Ford cover all models with bad head gaskets. Write your State Attorney General to request action on behalf of Ford owners in your state against Ford. Send CAS copies of your letters and complaints.

Sincerely

Clarence Ditlow
Executive Director

*excerpt taken from the Center for AutoSafety website

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
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INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
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