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South Grafton, MA

U.S. Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation,
NSA-10.01, 400 7th Street, SW,
Washington, DC 20590.

23-Mar-2005

Subject: Heater Fan in 2003 Mercury Sable Wagon VIN 1MEHM59S93A

Background:

- On 12-Feb-2005 I sent the attached letter to Ford Motor Company Customer Relationship Center
- I have not received a proper remedy (i.e. full re-imburement) for a manufacturer's defect.
- Here is a similar problem on your website.

Make: MERCURY

Model: SABLE

Year: 2003

Type: PASSENGER CAR

Service Bulletin Number: 031506

NHTSA Item Number: 10011149

Summary Description:

WATER IN THE BLOWER CASE OR ON THE PASSENGER SIDE FLOOR,
AN INOPERATIVE CLIMATE CONTROL BLOWER MOTOR, A MOTOR THAT
OPERATES ON HIGH SPEED ONLY, AND/OR A BLOWER MOTOR RESISTOR FAILURE.
VEHICLES BUILT 5/1/2001 TO 12/15/2003. *TT

Request

- Please investigate

Comments

- Ford Motor Company should reimburse me for the \$353.26 I spent to fix a design defect.
- Ford Motor Company should recall all vehicles with the same cowl defect.

Thanks,

Attachment(s):

Letter to Ford Customer Service
Invoice No FOCS202383 from Framingham Ford.

Maria
2/24/05

South Grafton, MA

Ford Motor Company
Customer Relationship Center
16800 Executive Plaza Drive
P.O. Box 6248
Dearborn, MI 48121

12-Feb-2005

Subject: Heater Fan in 2003 Mercury Sable Wagon VIN 1MEHM59S93A

Background:

- On 2/4/2005 the heater fan stopped working. Not a good thing in the middle of winter in the Northeast.
- Took it to Framingham Ford who diagnosed the problem and fixed it. They were very helpful and accommodating on a short notice. The total bill was \$353.26.
- When picking up the car I asked the service manager to explain what happened. Particularly where I have never replaced a heater fan in my 50+ years of driving.
 - She said rain or water leaked into the blower motor and destroyed it. Water also leaked into the compartment cabin filter and it was soaking wet. Both had to be replaced.
 - Since this is a "first" for me, I asked what can be done to prevent this situation from happening again. She said it will never happen again. The reason: A newly designed cowl piece was installed that will prevent water from leaking into the fan and compartment air filter.
- A search of the internet shows that other Sable and Taurus owners had similar problems.

Conclusion

- The fact that a new cowl piece will prevent future water leaks from destroying the heater fan and compartment air filter leads me to only one conclusion: The cowl piece delivered with the car was defective and caused the problems.

Request

- Ford Motor Company should reimburse me for the \$353.26 I spent to fix a design defect.
- Ford Motor Company should recall all vehicles with the same cowl defect.

Thanks,

Attachment: Invoice No FOCS202383 from Framingham Ford.

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