



10119294

THE ATTORNEY GENERAL
STATE OF ARKANSAS
MIKE BEEBE

2005 APR 28 AM 7:33

Friday, April 15, 2005

NHTSA Headquarters
400 Seventh Street, SW
Washington, DC 20590

RE: Consumer Complaints-05-46578-

To whom it may concern:

The Consumer Protection Division of the Office of the Attorney General has received the enclosed complaint.

We are forwarding this information for your review in the hopes that you may be able to assist this consumer. You may contact the consumer directly for any additional information you may need.

We appreciate you taking the time to review this matter.

Sincerely,

Toni Robinson
Toni Robinson
Investigator
Consumer Protection Division

H. Heath
4/29/05

Toni Robinson

From: Teresa Marks
Sent: Tuesday, April 05, 2005 8:08 AM
To: Toni Robinson
Subject: FW: Automobile Part Recall (Assistance In obtaining)

-----Original Message-----

From: Jenny Boshears
Sent: Monday, April 04, 2005 2:08 PM
To: Teresa Marks
Subject: FW: Automobile Part Recall (Assistance In obtaining)

-----Original Message-----

From:
Sent: Monday, April 04, 2005 1:03 PM
To: Office of Attorney General
Cc:
Subject: Fw: Automobile Part Recall (Assistance In obtaining)

----- Original Message -----

From:
To:
Sent: Monday, April 04, 2005 11:03 AM
Subject: Automobile Part Recall (Assistance In obtaining)

Arkansas Attorney General

Dear Sir,

I have a 1997 Mercury Grand Marquis with less than 100,000 miles (VIN 2MELM75W7VX with 4.6L-VFM1090AYMED motor) On 3/28/05 while about 50 miles from home there was a major problem in that engine coolant was lost due to a fatigue crack in the coolant crossover duct which was a portion of the intake manifold. This unit (intake manifold) is made of a plastic material and covers the entire top of the V8 engine and the coolant crossover was a portion of this plastic part and on the front end of the unit. This resulted in my car having to be towed home and a \$805.34 repair bill.

The Ford Motor Company has recognized this problem in several of their car models. How can I obtain a just reimbursement for this part that the company should have already issued a recall on?

The Ford Motor Company has recognized this problem with this part on the following cars:

*1996 through 1997 Crown Victoria Police Interceptor with 4.6 SOHC engines built at St. Thomas Assembly Plant in 1996 through January 28, 1997.

*1998 through 2001 Crown Victoria Police Interceptor with 4.6 SOHC engines built at St. Thomas Assembly Plant from November 22, 1997 through December 15, 2000.

*1998 through 2001 Crown Victoria Taxi Vehicles with 4.6 SOHC engines built at St. Thomas Assembly Plant from November 22, 1997 through December 15, 2000.

*1998 through 2001 Lincoln Town Car Limousine Prep

4/6/2005

Package and Livery Vehicles with 4.8 SOHC engines built
at the Wixom Assembly Plant from November 22, 1997
through December 15, 2000.
THANK YOU FOR YOUR ASSISTANCE IN THIS MATTER.

Cove, AR

4/6/2005