

May 11, 2005

100 JUN -3 AM 5:00

Ford Motor Company
Customer Service Division
Mr. A. R. Kaduk, Manager
P. O. Box 1904
Dearborn, MI 48121-1904

10124733

Gentlemen:

I am an owner of a 1997 Red Cougar Mercury (V.L. No. 2 1MELM62W6VH [REDACTED])
Yes, I love my car and I am very proud to say, I take excellent care of it. My car also has only 65,000 miles.

However, on April 21, 2005, I was told the manifold was cracked and it would have to be replaced. Fortunately, as soon as I discovered the coolant was leaking, I stopped, turned the engine off and had the car towed to my mechanic. The cost for the manifold replacement was approximately \$1,200.00 (invoice also is enclosed).

I then proceeded to contact Grecco Dealership located in Denville, NJ (the dealership where car was purchased) and spoke to Mr. [REDACTED] about the damaged manifold of the 1997 Mercury Cougar. (Letter is enclosed.) Apparently Ford Motor Company is providing coverage under Service Program Number 97M91 to owners of certain 1996 and 1997 Mercury Cougar automobiles. Mr. Power also told me he would get in touch with Ford Company about a reimbursement.

I just received a call from Mr. [REDACTED] who informed me that because the car was purchased in February of 1997, the recall of the manifold would not help me. It is past the 7 year warranty.

I am so disappointed with Ford Motor Company. Why wasn't a letter sent by Ford Motor Company informing owners of the defected 1997 Mercury Manifold. It is the responsibility of Ford Motor Company to notify all consumers that there is a recall and not to wait until the manifold cracks which could cause additional engine problems as well. This is ridiculous and unacceptable. Yes, a car will be under warranty for only a certain period. This is a recall not a warranty.

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If I had known there is a recall, this serious matter would have been taken care of immediately. I am not in the habit of waiting for a problem to occur when I can very well do something about it before hand.

I would appreciate a response.

Thank you.

Sincerely yours,

A solid black rectangular box redacting the signature of the sender.

Enclosures

Cc: Better Business Bureau
30555 Southfield Road, Ste.200
Southfield,MI 48076-7751

U. S. Department of Transportation
Washington, DC 20590

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).