

[REDACTED]  
Port Jefferson Station, NY [REDACTED]

Ph [REDACTED]

JUL 15 AM 9:25

June 27, 2005

10130228

National Highway Traffic and Safety Administration  
400 7<sup>th</sup> Street SW  
Washington, DC 20590

RE: complaint against Ford Motor Corporation

To Whom It May Concern:

I am directing this correspondence to your attention as advised by Philip Gamma from the Bureau of Consumer Frauds and Protection. My situation was brought to Mr. Gamma's attention when I mailed the attached correspondence to The State of New York Office of The Attorney General, Eliot Spitzer. My complaint to Mr. Spitzer's office was in reference to not one, but two defective plastic intake manifolds in both of my cars; one car being a 1996 Town Car the other a 1997 Grand Marquis. *This is my second request for your institution to investigate my very valid complaint.*

Attached, you will find a letter from Eliot Spitzer's office, my original letter specifically outlining my complaint and disgust towards Ford Motor Corporation. Additionally enclosed is a copy of each of the bills for the TWO defective intake manifolds I had to replace within four months of each other. I am seeking financial restitution on these very valid defects in the Ford products for the model years I have previously stated. Please reference my original letter outlining the specifics and unfair treatment I have received from Ford. It is my request for your institution to investigate this on going problem which only seems to be rectified by Ford "in full" if the owner of the vehicle belongs to a livery service or a law enforcement agency. To me, it appears as if Ford Motor Corporation is discriminating against the general public.

I look forward to a prompt response from your agency. Thank you!

[REDACTED]  
Cc: E. Spitzer, Attorney General

Edison  
7/19/05



STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER  
Attorney General

THOMAS G. CONWAY  
Assistant Attorney General In Charge  
Consumer Frauds and Protection Bureau

March 1, 2005

[REDACTED]  
Port Jefferson Sta., NY [REDACTED]

Our File Number: 2005-472856  
Company: Ford Motor Corporation

Dear [REDACTED]

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

*Philip Ganna/cl*

Philip Ganna  
Bureau of Consumer Frauds  
And Protection

cc: National Highway Traffic and Safety Administration  
400 7th Street SW  
Washington, DC 20590

[REDACTED]  
Port Jefferson Station, NY  
Ph. [REDACTED]

November 12, 2004

Ford Motor Company  
Ford Dispute Settlement Board  
PO Box 5120  
Southfield, MI 48086-5120

RE: 1997 Mercury Grand Marquis - defective plastic intake manifold - Ford refuses to replace.

1996 Lincoln Town Car - defective plastic intake manifold - Ford refuses to replace.

To Whom It May Concern:

I own a 1997 Mercury Grand Marquis as well as a 1996 Lincoln Town Car which BOTH have had defective plastic intake manifolds within the past four months. Talk about bad luck! Ford refuses to take responsibility in reimbursing me for BOTH of these defective manifolds. Ford and Mercury are virtually the same vehicles; both makes have models that are almost indistinguishable, other than a few cosmetic details.

In the timeframe July 20, 2004 to November 8, 2004, the manifolds in BOTH my 1997 Mercury Grand Marquis and 1996 Lincoln Town Cars have cracked. In BOTH instances, I was driving down the road when the temperature gauge began to run hot and white smoke poured out of the hoods of both cars, emitting the smell of engine coolant. BOTH automobiles had to be towed to my mechanic's shop. The cost incurred to me to repair BOTH cracked manifolds was \$ 2,319.54. I am presently on social security disability because I suffer from a very rare and debilitating disease. My wife and I live on a fixed income and have now been placed in debt due to BOTH these defective manifolds having to be replaced.

Apparently the Ford Motor Company refuses to acknowledge the close relationship that these car companies have. Prior to 1996 a "brilliant" engineer at Ford had the bright idea to make the intake manifolds of the 4.6L engine out of plastic. Ford's claim for endorsing such an idea was based on the claim it was to make the manifold easier to manufacture and easier to place on the engine.

This was a very radical concept in engine design. In order to overcome the heat generated by the engine, that would melt the new plastic manifold, the engineers decided to route the coolant system through the manifold. Running the coolant system of a vehicle through the intake manifold could present a problem. The coolant system in BOTH of my vehicles running through the plastic intake manifold does pose a problem, especially when the manifold cracks. When the manifold cracks, the compromised coolant system of the car empties its entire contents on the engine. This results in engine overheating.

Evidently these manifolds crack, and they crack a lot. They fail so often that Ford issued a recall (Technical Service Bulletin Number 01M02) on certain 1996 - 2001 Crown Victoria Police Interceptors, certain 1996 - 2001 Crown Victoria Taxis, certain 1996 - 2001 Lincoln Town Car Limousine and Livery Vehicles with 4.6L SOHC engines. I also learned online that they recalled the intake manifold on the Thunderbird and Mercury Cougars built in 1997 also.


The Ford Motor Company is not accepting responsibility for BOTH of my defective manifolds; I have had to incur a cost in repairs for both cars, totaling \$ 2,319.54. I have attached for your records the bills for BOTH manifold replacement jobs. I am requesting that Ford Motor Company reimburse me in full, \$2,319.54, for the cost of replacing BOTH these defective manifolds.

My wife and I have been loyal customers and would have never considered purchasing a different brand of automobile until now. I am requesting that Ford Motor Company "do the right thing" and reimburse us, "the little folks" who support this company through numerous purchases. As I referenced in an afore-mentioned paragraph, I truly believe I am entitled to FULL REIMBURSEMENT FOR BOTH MY DEFECTIVE MANIFOLDS, as the individuals who were able to benefit from the Technical Service Bulletin Number 01M02.

Ford knows that the intake manifolds in BOTH of my automobiles are defective manifolds; they have replaced the exact part on cars that are nearly identical. As a Mercury customer, I have called and complained, wrote letters, and vowed never to buy another Ford product unless I receive full reimbursement for BOTH the defective manifolds. By not acknowledging the numerous issues pertaining to ALL the defective manifolds, for ALL owners, is an injustice. To date, Ford's response to the individuals such as myself has been that they have thumbed their proverbially noses at me and other loyal customers.

I look forward to hearing from a representative from your agency. Please feel free to contact me at my home number 631-474-8554. Thank you for your prompt attention with respect to this issue.

Very truly yours,

  
Attachments: (2) repair bills

**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).**