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July 12, 2005

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Chairman of the Board
Chief Executive Officer - Mr. William Clay Ford, Jr.
Ford Motor Company
P. O. Box 685
Dearborn, MI 48126-0685

Reference #0573581415 97M91

Dear Sir:

On Friday, July 8, 2005, I spoke to Rick #3020 (Rick #3020 did not want to give me his last name). Rick #3020 who works in the Customer Service Department was also rude, abrupt and unprofessional.

After discussing the enclosed letter that I had sent to the Ford Motor Company on May 11, 2005, Rick told me I was not entitled to any reimbursement for the following reasons:

- An extended warranty for the 1997 Mercury Cougar was given to their owners.
- The manifold was never a recall, it was under a warranty.
- Also, since I did not have my car repaired by a Ford/Mercury Dealership, I would definitely not be reimbursed for the \$1,200.00 whether it was a recall or a warranty.

Ford Motor Company was aware of the defective plastic manifold; please find enclosed a letter from Ford Motor Company dated February 1998 regarding the warranty with the No Charge Coverage. Please make a note - I managed to get a copy of this warranty/letter from another customer on the internet that experienced the same scenario I had with the cracked manifold.

On the second page of Ford's letter it specifically states that if the address has been changed because of new ownership, please notify the Ford Motor Company. I NEVER received any letter from Ford Motor Company, the Mercury Dealership or the previous owner. I had no idea that my car was at one time under an 'extended warranty'.

Also please find enclosed a letter from a consumer and owner of a 1997 Mercury Cougar. This letter was written to the US Department of Transportation and in this letter, the consumer is claiming that the manifold should have been replaced in 1998 under the recall notice instead of extending the warranty.

NAR
AGP
7/26/05

I love my car and I take extremely excellent care of it. As I mentioned previously in my letter of May 11, it is unacceptable that a Corporation like Ford would not financial reimburse a consumer for charges of a defective part that Ford was aware of. If I had any clue about this defect, I never would have waited until the manifold cracked. I am a senior citizen with a tight budget and rely on my Mercury as a necessity not a luxury. For someone in the Customer Service Department to reprimand me and to tell me when I found out the manifold was cracked, I should have had the Mercury/Ford Dealership repair it not an independent mechanic. I told Rick #3020, I have been using the same mechanic for 27 years and not only do I trust him, but they are much more reasonable than the Dealership in my neighborhood. This is ludicrous, if I didn't pull over and have the car towed, the car would have been totally ruined. Again, let me reiterate my thoughts; these are unacceptable business practices and unacceptable business procedures

I also want to clarify something else. I am not writing letters and making telephone calls because I have all the time in the world and want to hassle The Ford Motor Company. I am making a statement. Just because I am a senior citizen, this doesn't mean I should be taken advantage of. I do want to stress, I am beginning to feel that Ford Motor Company does not back up their automobiles and certainly does not care about their consumers. Ford is offering large discounts to promote new consumers, but here I am a long time consumer asking for a reimbursement of \$1,200.00 (once again – a defect that Ford was aware of.)

One thousand twelve hundred dollars (\$1,200.00) is a lot of money – I agree, but the Ford Motor Company needs to prove to all automobile owners, that Ford is not so greedy and will loosen up their belt, after all the welfare and the safety of the consumer comes first. Ford Motor Company clearly announced that the manifold was prone to failure. It seems to me, Ford was hoping the defective manifold part would outlast the car.

Anxiously awaiting a response and any assistance you can give me.

Sincerely yours,

[Redacted Signature]

Enclosures (3)

My address is: [Redacted], Hillsborough, New Jersey [Redacted]

Cc:
Board of Directors

Ford Motor Company
P. O. Box 685
Dearborn, MI 48126-0685

Ford Motor Company
Customer Service Department
PO Box 6248
Mail Drop 3NE-E
Dearborn, MI 48126-4207
Attention: Rick Employee #3020

✓ US Department of Transportation
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

May 11, 2005

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

Gentlemen/Madam:

I am an owner of a 1997 Red Cougar Mercury (V.I. 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. Matt Power 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. Power 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.

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,

[REDACTED]

Enclosures

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

U. S. Department of Transportation
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

My name and address is:

[REDACTED]
[REDACTED]
Hillsborough, NJ [REDACTED]

Telephone Number is: [REDACTED]

Lubbock, TX

US Department of Transportation
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

I purchased a 1997 Mercury Cougar in January, 1997.

In February 1998, I received a letter informing me that the engine had a defective manifold that could crack resulting in the loss of coolant which could cause engine damage.

Upon receipt of the letter, I took the car to Pioneer Lincoln Mercury in Lubbock, TX for replacement of the defective manifold. However, they refused to replace the manifold unless it was leaking.

The car is now 8 years old with only 33,000 miles and the manifold has cracked causing the loss of coolant almost immediately. No leak was present prior to the time the manifold cracked.

For the following reasons, I contacted Ford Motor Company in regards to replacing the manifold:

- 1) The manifold should have been replaced in 1998 under the recall notice instead of extending the warranty on the manifold.
- 2) A manifold should last the life of the engine unless defective as it has no moving parts.
- 3) Had I not been afraid to drive the car on out of town trips for fear the manifold would crack, the car would have a lot more miles and would have cracked during the extended warranty period. (My daughter and grandchildren live in El Paso, TX and the car would have been used on monthly trips to visit them; however, I did not wish to be stranded 80 miles for the nearest repair facility should the manifold crack and immediately disable the car as it now has.)

My request of Ford Motor company representative, Blaine Young, was that Ford Motor Company replaces the manifold and extends the engine warranty for such a period as to determine if further engine damage has been done by the immediate loss of coolant.

The basis for my request to extend the engine warranty was that the immediate loss of coolant was an area where I was unable to stop; therefore, I had to drive the car to a location that would not have been a traffic hazard. This may have caused further engine damage which cannot be determined until the car has been driven for a while. The car was towed to my home from the location where I was able to park.

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Mr. Young agreed with me that the manifold should last the life of the engine but stated that Ford Motor Company would not repair the engine as the extended warranty has expired.

I have had the manifold replaced by Pioneer Lincoln Mercury at a cost of \$897.29. Pioneer Lincoln Mercury agrees that Ford Motor should pay for the repair as this would be the right thing to do but Pioneer Lincoln Mercury could not help as Ford has refused to be responsible for the repairs.

Included with this letter is a copy of the letter from Ford Motor Company and pictures of the manifold that was removed from the car showing a 5 1/2 inch crack.

Any assistance you can give me with the aforementioned problem will be appreciated.

Sincerely,

JAN 97
SERVICE NOTE

A. B. Kalka
Manager
Vehicle Service and Programs
Ford Customer Service Division



Ford Motor Company
P.O. Box 1904
Dearborn, MI 48121-1904

97 Cougar
Vehicle ID #: [REDACTED]

97M91

February, 1998

LUBBOCK, TX



Ford Motor Company is providing coverage under Service Program, Number 97M91, to owners of certain 1996 and 1997 Crown Victoria with taxi prep packages, Thunderbird, Cougar and Mustang cars. All affected cars are equipped with 4.6L SOHC engines.

Reason for This Program:

Fatigue cracks may develop in some composite intake manifolds used on the engines installed in the affected cars. This condition may result in engine coolant leakage which, if not detected or if ignored, will cause engine overheating. Complete loss of coolant may also result in engine damage or, in some cases, engine failure.

The coolant leakage is from the intake manifold cross over coolant passage directly behind the alternator. This coverage program is for coolant leakage from this specific location.

No Charge Coverage:

Ford is providing additional coverage for this condition only. If your car's engine should experience this condition, your dealer will verify the condition according to the instructions provided by Ford and replace the engine intake manifold assembly.

The no charge coverage for this condition is available for 7-years from the vehicle's warranty start date (no mileage limitation) and is automatically transferred to subsequent owners.

This coverage exceeds the provisions of your car's original vehicle component warranty coverage.

What You Should Do:

PLEASE KEEP THIS LETTER. If your car's engine intake manifold should exhibit the condition described above within the 7-year coverage described above, contact your dealer. Show the dealer this letter. The dealer will replace the intake manifold assembly after verification of this specific condition. If you should lose this letter the dealer will still honor the provisions of this coverage.



Changed Address
or Sold the
Car?

Please fill out the enclosed prepaid postcard and mail it to us if you
have changed your address or sold the car.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our
products. We hope this program will confirm your continued satisfaction with your
Ford-built car.

Sincerely,



A. R. Kaduk
Manager
Vehicle Service and Programs

O.N.F.
97M91