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2005 DEC -6 PM 2:44

2 November 2005

Melbourne Fl

Tele

Ford Motor Co
Customer Assistance Center
300 Renaissance Ctr
P.O.Box 43360
Detroit Mich-48243
Attn Recall Complaints

My name is [redacted] and have owned three mercury Grand marquis since the 1980,s. The latest is a 1997 LS purchased in Sept 1997 from Mc Cotter Ford in Titusville Fla. I have been extremely pleased with the Grand Marquis until today, but am extremely upset about a recall (of which I never received) in regards to possible COOLANT SEAPAGE AT THE INTAKE MANIFOLD CROSS-OVER. This design flaw was recognized by Ford as a serious matter some time ago and until today when my Automotive technician found it during a routine servicing oil change and then produced a Ford bulletin which clearly outlines the seriousness of the matter. A crack was found and the Intake manifold replaced at a cost of \$458.14 and labor of \$360. I had just returned from a trip to Georgia on Oct 31 and would have been very serious if the crack became more than just a seepage without any coolant.

I called the 1-800-392-3673 number today and stated I never got a recall for INSPECTION OF THE INTAKE MANIFOLD FOR LEAKAGE , which is a recognizable DESIGN FLAW since the replacement today had a METAL FIRST RUNNER rather than plastic. I was told my VIN #2melm75wxv[redacted] didnt qualify for recall. I understand that Automotive Cos satisfy the Govt Transportation Board for recall of ONLY a percentage of vehicles with Design flaws, I just happened to be one who was never told that my vehicle was NOT SELECTED??? It is requested that I be cosidered for \$818.14 reimbursement or some portion thereof. (Attached are your bulletins and my bill)

Secondly, I inquired about the NHTSA Recall Bulletin for Seat Belt Replacement (OR AT LEAST INSPECTION) and given the same story that MY VIN # doesnt qualify . (Ref # 00V157001) Is the reason that these TRW belts were manufactured after I took delivery??

Please let me know if my requests are considered and that I am displeased with the telephone response that I DONT QUALIFY FOR AN OBVIOUS DESIGN FLAW PER MY VIN # , when in reality my vehicle was outfitted with a plastic first runner rather than the Metal FIRST RUNNER. All 1997 Grand Marquiss with Plastic first runners SHOULD HAVE BEEN RECALLED AND OUTFITTED, not just a select few to satisfy the Govt.

[redacted]

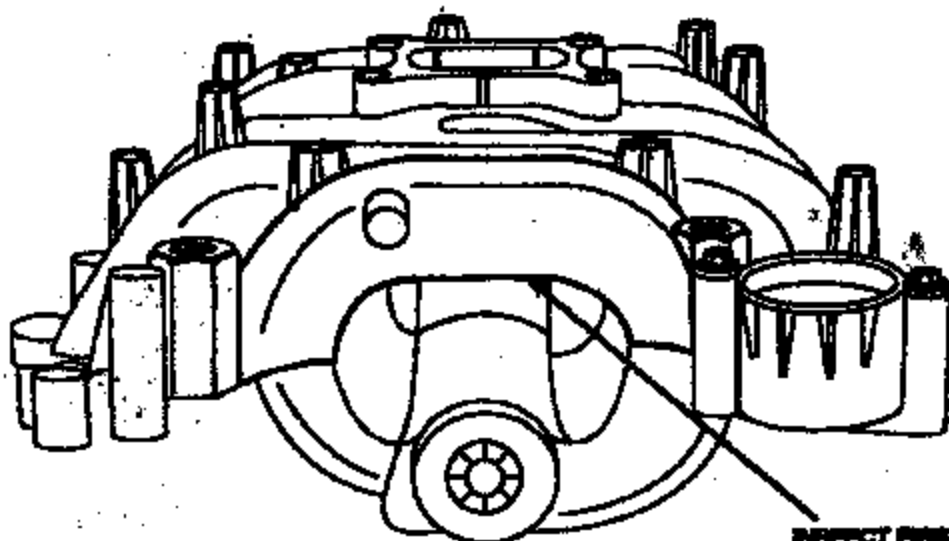
CC NHTSA- Washington DC
Recall Bulletins Office

W/PR
aa 8
12/7/05

FARLOW AUTOMOTIVE
SERVING BREVARD FOR OVER 25 YEARS
285 SOUTH WICKHAM ROAD # 102
WEST MELBOURNE, FLA. 32904 321-724-8888

Fig. 3: Page 3 of Bulletin
1997 Mercury Grand Marquis LS

Article No. 02-2-2 Cont'd.



ALTERNATOR REMOVED FOR CLARITY

INSPECT FIRST RUNNER
COOLANT CROSSOVER
FOR COOLANT SEEPAGE

*LEAKING 11/1/2005
71000 miles*


VIN 2MFLA75W2V7 

Figure 1 - Article 02-2-2

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FARLOW AUTOMOTIVE
 SERVING BREVARD FOR OVER 25 YEARS
 265 SOUTH WICKHAM ROAD # 102
 WEST MELBOURNE, FLA. 32904 321-724-8888

Fig. 1: Page 1 of Bulletin
 1997 Mercury Grand Marquis LS

<ul style="list-style-type: none"> • COOLANT—COOLANT SEEPAGE AT INTAKE MANIFOLD CROSS-OVER—VEHICLES EQUIPPED WITH 4.6L 2V ENGINE ONLY • ENGINE—4.6L 2V—COOLANT SEEPAGE AT INTAKE MANIFOLD CROSS-OVER 	Article No. 02-2-2
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FORD: 1996-1997 THUNDERBIRD
 1996-2001 CROWN VICTORIA, MUSTANG
 2002 EXPLORER

LINCOLN: 1996-2001 TOWN CAR

MERCURY: 1998-1997 COUGAR
 1996-2001 GRAND MARQUIS — VIN 2MELM75WX V86 [REDACTED]

ISSUE

Some vehicles may exhibit an Intake Manifold crossover (first runner) coolant seepage condition. This may be caused by a crack in the Intake Manifold coolant crossover.

ACTION

Inspect the suspect Intake Manifold for a coolant leak at the first runner cross-over area (Figure 1). If coolant seepage is found in this area, order the appropriate Service Kit and install parts, by referring to the appropriate Model Year Workshop Manual (Section 303-01).

4.6L 2V INTAKE MANIFOLD INSPECTION/REPLACEMENT

71000 Miles Found 11/1/2005

Refer to Figure 1 for inspection of coolant seepage. If seepage is found, order one of the following Service Kits to repair.

1996-2001 - Police/Law - Crown Victoria, Grand Marquis, Town Car - KIT- F8AZ-9434-CA		
Part Number	Description	Quantity
F8AZ-9434-CA	Intake Manifold	1
F8AZ-10183-CA	Alternator Brace	1
N808126-8208	Water Outlet Connection Bolt	2
XN7Z-9439-AA	Intake Manifold Gasket	2
F1VY-8255-AA	O-Ring For Thermostat	1
XN13-8224-AA	Upper Radiator Hose	1
1W7Z-9392-AA	Water Outlet Connector	1
F8AZ-8A948-CA	Engine Cover	1
N808466-6100	Stud	1
W705310-9329	Stud	1
SK 1W7E-9E473-BA	Instruction Sheet	1

008101725

2002 Explorer - KIT- 1L2Z-9434-BA		
Part Number	Description	Quantity
1L2Z-9434-BA	Intake Manifold	1
1L2Z-10183-BA	Alternator Brace	1
W705310-9327	Water Outlet Connection Bolt	2
YL3Z-9439-BA	Intake Manifold Gasket	2
F1VY-8255-AA	O-Ring For Thermostat	1
SK 1W7E-9E473-BA	Instruction Sheet	1

1999-2001 Mustang - KIT- 9R3Z-9434-AAA		
Part Number	Description	Quantity
1W7Z-9434-AA	Intake Manifold	1
1R3Z-10183-AA	Alternator Brace	1
W705310-9327	Water Outlet Connection Bolt	2
YL3Z-9439-BA	Intake Manifold Gasket	2
F1VY-8255-AA	O-Ring For Thermostat	1
9R3Z-93927-AD	Wing Nut	1
SK 1W7E-9E473-BA	Instruction Sheet	1

1996-2001 Mustang, 1996-1997 Thunderbird, Cougar - KIT- F8AZ-9434-AA		
Part Number	Description	Quantity
F8AZ-9434-CA	Intake Manifold	1
F8AZ-10183-CA	Alternator Brace	1
W705310-9327	Water Outlet Connection Bolt	2
XN7Z-9439-AA	Intake Manifold Gasket	2
F1VY-8255-AA	O-Ring For Thermostat	1
XL1U-10229-BA	Alternator Insulator (16.8 N-m (12 Lb-in.) Nut torque)	1
SK 1W7E-9E473-BA	Instruction Sheet	1

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00V157001: SEAT BELT REPLACEMENT

NHTSA RECALL BULLETIN

VIN 2MBLM75WXX [REDACTED]
1997 GRAND MARQUIS

Reference Number(s): 00V157001

VEHICLE DESCRIPTION

Model(s): 1996 Ford Crown Victoria; 1996 Lincoln Town Car; 1996 Mercury Grand Marquis; 1997 Ford Crown Victoria; 1997 Lincoln Town Car; 1997 Mercury Grand Marquis; 1998 Ford Crown Victoria; 1998 Lincoln Town Car; 1998 Mercury Grand Marquis; 1999 Ford Crown Victoria; 1999 Lincoln Town Car; 1999 Mercury Grand Marquis; 2000 Ford Crown Victoria; 2000 Lincoln Town Car; 2000 Mercury Grand Marquis

Campaign No: 00V157001

Mfg. Campaign No: 00S15

Number of Affected Vehicles: 3500

Passenger vehicles using aftermarket driver's seat belt assemblies that were sold by Ford Parts Departments from January 1, through June 13, 2000.

DESCRIPTION OF DEFECT

These seat belt assemblies fail to comply with the requirements of FMVSS No. 209, "Seat Belt Assemblies." The equipment involved is service stock seat belt assemblies, Model Nos. H 9977, H 9979, T 9063, and T 9217, built by TRW Vehicle Safety Systems, Inc. (TRW) manufactured from June 1, 1998 through May 21, 2000. Some of these seat belt assemblies may have been installed as service replacement equipment on the vehicles involved in the recall.

CONSEQUENCE OF DEFECT

In the event of a collision, these seat belts may not restrain an occupant increasing the risk of injury.

CORRECTIVE ACTION

Dealers will inspect these vehicles and replace the service seat belt assemblies that were installed in these vehicles from January 1 through June 13, 2000.

OWNER NOTIFICATION

Owner notification is expected to begin during late July 2000. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Ford at 1-800-392-3673. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-dash-2-dot (1-888-327-4236).

ADDITIONAL INFORMATION

FARLOW AUTOMOTIVE	321-724-8888
Wednesday, November 02, 2006 11:07:50 AM	Page 1 © 2004 MRIC, LLC and Snap-on Technologies, Inc.

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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).**