



STATE OF CONNECTICUT

DEPARTMENT OF CONSUMER PROTECTION

10155149

February 28, 2006

COPY

[Redacted]
[Redacted]
CLINTON, CT [Redacted]

File #: 2006-1067
Re: FORD MOTOR COMPANY

2006 MAR 28 PM 12:25

Dear [Redacted]:

I wish to acknowledge receipt of your correspondence concerning the above referenced company and to thank you for thinking of this office in connection with this matter. However, the nature of your complaint appears to fall under the jurisdiction of:

**National Highway Traffic Safety Administration
Office of Public Affairs and Consumer Services
400 Seventh Street, S.W.
Washington, DC 20590
(800) 424-9393**

Please send your complaint directly to that agency and contact them if you have any questions or concerns regarding your complaint.

Sincerely,

Sonia Stewart

Sonia Stewart
Consumer Information Representative
Trade Practices Division

CC: Ref.
File

165 Capitol Avenue, Hartford, Connecticut 06106-1630
TDD (Telecommunications Device for the Deaf): (860) 713-7240
Internet Web Site: <http://www.ct.gov/dcp>
An Affirmative Action / Equal Opportunity Employer

*Answer
5/24/06*



CONSUMER STATEMENT
 STATE OF CONNECTICUT
 DEPARTMENT OF CONSUMER PROTECTION
 165 Capitol Avenue Hartford CT 06106
 E-Mail: trade.practices@po.state.ct.us
 Fax No. (860) 713-7239

For Official Use Only
 2006-1067

- Return form to Agency at address show above
- Type or print CLEARLY

YOUR NAME [REDACTED]		HOME PHONE (Include Area Code) [REDACTED]		BUSINESS PHONE (Include Area Code) [REDACTED]		ARE YOU 65 OR OLDER? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
STREET ADDRESS [REDACTED]		CITY Clinton		STATE CT	ZIP CODE [REDACTED]	[REDACTED]	
PARTY/COMPANY COMPLAINED AGAINST Ford Motor Company		PERSON DEALT WITH / TELEPHONE NUMBER (Include Area Code) Wannetta Hill				POSITION	
STREET ADDRESS		CITY		STATE	ZIP CODE	E-MAIL	
INFORMATION: WAS A CONTRACT INVOLVED <input type="checkbox"/> YES <input type="checkbox"/> NO		IF "YES", ENTER DATE		TYPE OF CONTRACT: <input type="checkbox"/> ORAL <input type="checkbox"/> WRITTEN		PRODUCT OR SERVICE INVOLVED Automobile 1995 Ford Taurus	
DATE PURCHASED		COST \$		HOW PAID (CIRCLE ONE) CASH CREDIT CARD INSTALLMENT CONTRACT LAW-AWAY			
WAS THE PRODUCT OR SERVICE ADVERTISED <input type="checkbox"/> YES <input type="checkbox"/> NO		HOW?		DATE & PLACE OF AD (PLEASE ATTACH COPY IF POSSIBLE)			
HAVE YOU CONTACTED THE COMPANY REGARDING YOUR COMPLAINT? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		IF "YES" ENTER DATE 11/27/05		PERSON CONTACTED Wannetta Hill		POSITION Consumer Affairs	
HAVE YOU HIRED AN ATTORNEY <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF "YES", NAME		IS COURT ACTION PENDING? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		IF "YES", IN WHAT COURT?	

NOTE: Home Improvement and New Home Contractor complaints require a copy of your contract and copies of the back and front of the cancelled checks. Otherwise, **DO NOT** send any other paperwork or documentation with your complaint at this time. If further documentation is needed you will be notified. We will not be able to return or forward any material sent to this department. Please provide a detailed statement regarding the facts of your complaint below. We encourage consumers to try and resolve their issues with the company involved. More information can be obtained from our website: www.state.ct.us/dcp. You may also find information on the Small Claims Court and Superior Court process at www.jud.state.ct.us.

I am the owner of a 1995 Ford Taurus with around 64000 miles. I was driving the vehicle on the date of 11/27/05 when black smoke started coming out from under the hood, I was one light from the Westbrook fire department so managed to get to the firehouse and off the road to prevent any other damage to others around me. I ended up losing my brakes from the fire and every wire and anything plastic under the hood had been destroyed. The vehicle is a total loss. It seems the fire had been caused by an electrical problem and started towards the front of the vehicle. I checked on the Internet and found that Ford had issued a recall for a problem with the cooling fan causing an under-hood fire. I contacted Ford on 11/28/05 to verify if my vehicle was affected by this recall and was told yes, but I had never been notified. After this I was told by Ford that I would be contacted in several working days with further instructions. I was contacted by Ford on 12/13/05 and was told there was nothing they could do until a Ford Dealer checked the car to see if the fire was caused by the cooling fan. I explained to them that it would be hard to tell where the fire started because there was so much damage, but they said to tow it there anyway. I was also told what do you want us to do you know it is a ten year old car. I tried to explain that it may be ten years old but the car was like new with only 64000 miles and something like this should have never happened. On the date of 12/14/05 I had the vehicle towed to Hammonasset Ford Lincoln in Madison Ct to look at the vehicle. They looked at the vehicle and said there was so much damage under the hood, that every wire had melted they could not tell exactly where the fire started. I had the car towed back home and on 12/20/05 I was contacted by Ford Via U.S. Mail and was told due to the extensive amount of damage to the vehicle they were unable to verify a manufacturer's defect that the Ford Motor Company is unable to offer any assistance at this time. The extent of the damage is mostly located in the front of the car the fan shroud that held the fan is melted. The headlights, grill, and front valve cover is also melted. Every wire under the hood is stripped of its plastic coating. And the paint on the hood is burned off right over the fan. So it would seem to me that it would be very likely that the defective fan caused the problem. I have include a picture that was taken under the hood where a fan was to be, and a copy of the recall found on the Internet. I am writing you asking if there is any assistance you can offer in seeking retribution for the value

Received [REDACTED]

1-18-06 FAX: [REDACTED]

[REDACTED]

SIGNATURE

1-18-06
DATE

Attach as many additional pages as needed to complete your statement.

Note: All complaints are public information. By submitting this complaint, you give the Department of Consumer Protection your permission to release a copy of this Consumer Statement.

Summary:

THIS IS NOT A SAFETY RECALL IN ACCORDANCE WITH THE SAFETY ACT. HOWEVER, IT IS DEEMED A SAFETY IMPROVEMENT CAMPAIGN BY THE AGENCY. VEHICLE DESCRIPTION: 1995 TAURUS/SABLE PASSENGER VEHICLES EQUIPPED WITH 3.0L AND 3.8L ENGINES AND 1995 FORD MUSTANG VEHICLES WITH 3.8L AND 5.0L ENGINES. IT IS POSSIBLE FOR THE ENGINE COOLING FAN BEARING TO SEIZE.

Consequence:

SHOULD THIS OCCUR, EXCESSIVE HEAT COULD BE GENERATED WHICH COULD MELT THE FAN MOTOR ELECTRICAL CONNECTOR. COMPONENTS INSIDE THE COOLING FAN MOTOR COULD IGNITE POTENTIALLY RESULTING IN AN UNDERHOOD FIRE.

Remedy:

DEALERS WILL REPLACE THE ENGINE COOLING FAN MOTOR ASSEMBLY AT NO CHARGE TO CONSUMERS. FORD IS EXTENDING THE LIMITED WARRANTY ON THE ENGINE COOLING FAN MOTOR TO A TOTAL OF 8 YEARS OR 100,000 MILES FROM THE WARRANTY START DATE, WHICHEVER OCCURS FIRST. THIS COVERAGE IS AUTOMATICALLY TRANSFERRED TO SUBSEQUENT OWNERS AT NO CHARGE. IF THE VEHICLE ALREADY HAS MORE THAN 100,000 MILES, THIS COVERAGE WILL LAST UNTIL JUNE 30, 2002. IF THE CONSUMER HAS PAID TO HAVE THIS SERVICE DONE BEFORE DECEMBER 2001, FORD IS OFFERING A REFUND. OWNERS CAN CONTACT FORD AT 1-866-436-7332, CONCERNING THIS PROGRAM.

Notes:

FORD HAS DECIDED TO CONDUCT A SERVICE CAMPAIGN TO REPLACE THE ENGINE COOLING FAN MOTOR ASSEMBLY. OWNERS CAN CONTACT FORD AT 1-866-436-7332, CONCERNING THIS PROGRAM.

Make : FORD**Model :** TAURUS**Year :** 1995**Manufacturer :** FORD MOTOR COMPANY**NHTSA CAMPAIGN ID Number :** 01V390000**Mfg's Report Date :** DEC 03, 2001**Component:** ENGINE AND ENGINE COOLING:COOLING SYSTEM:FAN**Potential Number Of Units Affected :** 695260**Summary:**

VEHICLE DESCRIPTION: TAURUS/SABLE VEHICLES EQUIPPED WITH 3.0L AND 3.8L ENGINES AND MUSTANG VEHICLES WITH 3.8L AND 5.0L ENGINES. IT IS POSSIBLE FOR THE ENGINE COOLING FAN BEARING TO SEIZE.

Consequence:

SHOULD THIS OCCUR, EXCESSIVE HEAT COULD BE GENERATED WHICH COULD MELT THE FAN MOTOR ELECTRICAL CONNECTOR. COMPONENTS INSIDE THE COOLING FAN MOTOR COULD IGNITE POTENTIALLY RESULTING IN AN UNDERHOOD FIRE.

Remedy:

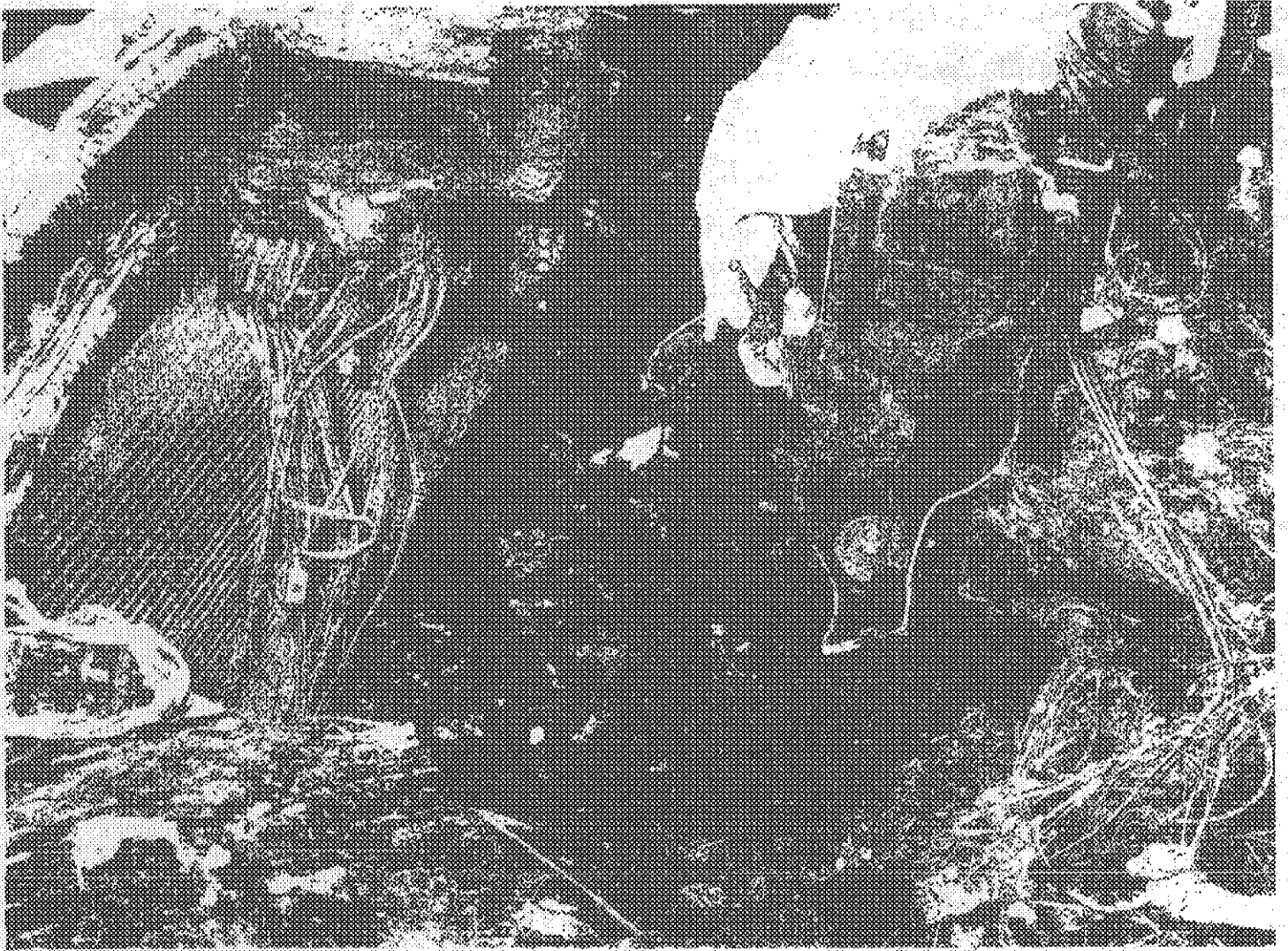
DEALERS WILL INSPECT THE ENGINE COOLING FAN ASSEMBLY AND INSTALL A CIRCUIT BREAKER. IF THE COOLING FAN IS INOPERATIVE, THE FAN AND MOTOR ASSEMBLY WILL BE REPLACED. OWNER NOTIFICATION BEGAN DECEMBER 28, 2001. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT FORD AT 1-866-436-7332.

Notes:

ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

<http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallresults.cfm?start=1&SearchType=...> 11/28/05

Received Time Jan. 18. 1:40PM



Received Time Jan. 18. 1:42PM