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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

August 27, 2008

[REDACTED]
Brooklyn, NY [REDACTED]

Our File Number: _____
Company: 2000 Ford Crown Victoria

Dear [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, 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 Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

MC
4/13
9/8/08
NJ

724197

Attorney General
120 Broadway
New York, New York 10271

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CONSUMER FRAUDS & PROTECTION BUREAU
AUG 14 2008
NYS OFFICE OF THE ATTORNEY GENERAL
NEW YORK CITY OFFICE

9
AUG 12 2008
Brooklyn, New York

August 12, 2008

Dear Sir;

Please help me get my car fixed. I have a 2000 Ford Crown Victoria that is leaking coolant from the plastic intake manifold. I can see the coolant leaking from cracks in the plastic intake manifold and can see coolant on the spark plugs, preventing my car from running correctly. I have been informed that Ford replaced the manifold only for seven years from the original warranty date of the vehicle. I purchased the car used in 2006 July 31 and noticed the problem recently. There should not be a cut off date for this repair.

I called Popular Ford in Brooklyn saying they would check if to see if it meets the recall but it would cost me seventy five dollars to check it. I should not have to pay any fee, because I was able to actually see the leaks. Please help!

Thank you and I remain,

Sincerely,

a

[Redacted signature]

Enclosures;

Letter Ford December 14,2005

c

Full Version: Manifold Destiny

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[Blue Oval Forums](#) > [Ford Motor Company Product Discussion Forums](#) > [Crown Victoria, Interceptor Concept, Grand Marquis, Marauder, Town Car Discussion Forum](#)

mike-d

Feb 16 2006, 10:15 AM

I'm the owner of a 1996 Lincoln Towncar with a 4.6 liter engine. As with most 4.6's I suffered a cracked intake manifold in 2001 and paid nearly \$800 to my Lincoln Mercury Dealer to have it replaced. At the time I checked on any recall info and finding none, I didn't worry about hanging on to the receipt for the work. Now of course, Ford has settled the class action suit regarding the manifold. I took my car back to the dealer that did the work in 2001, they inspected and verified that the manifold was replaced and had me sign the settlement docs and then sent them to Ford. I was told that I didn't need any receipt. A few weeks later the service manager called me back and said that Ford had notified him that they wouldn't authorize a payment without a receipt because now, in 2006, my car is more than 7 years old. I asked the dealer to check their records to see if they still had it in their system. The next day the dealership called and told me that they had just purged anything older than 1 year from their service records if customers didn't have an active account and that they'd have to check their paper files for a copy of the receipt or service record. A week later the dealer called to say that they checked their archives and the box with my files in it were "missing." Funny how that works. So I'm screwed - I have no receipt, the dealer says they have no record of my ever having been a customer (after 3 years of exclusive service on my TC and two vehicle purchases.) Needless to say they have lost this customer. Ford may be losing this lifelong Ford customer too (my Mom even worked at a dealership)

Any ideas from the Forum on what I can do or do I just eat the \$800 I spent.

gobbletwo

Feb 16 2006, 10:58 AM

Do you have copies of the "settlement doc's" you signed at the dealership?

There are phone numbers posted on this site that should help you get hold of the person in Dearborn you need to talk to. 😊

CanadaSVT

Feb 22 2006, 06:57 AM

Does this letter help?

EXTENDED COVERAGE PROGRAM

**05N04 Certain 1996 through 2002 Vehicles Equipped with 4.6L 2V Engine: -
Extended Coverage for Composite Intake Manifold**

Frank M. Ligon
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, Michigan 48121

December 14, 2005

→ TO: All U.S. Ford and Lincoln Mercury Dealers

**SUBJECT: Extended Coverage Program 05N04 Certain 1996 through 2002 Vehicles
Equipped with 4.6L 2V Engine:**
• 1996-2001 Grand Marquis
• 1996-2001 Town Car
• 1996-2001 Crown Victoria
• 1997 Cougar, Thunderbird
• 1997-2001 Mustang
• 2002 Explorer and Mountaineer
Extended Coverage for Composite Intake Manifold

PROGRAM TERMS

This program is being provided as a settlement to a class action lawsuit. The terms of the settlement extend the coverage of the all-composite intake manifold to 7 years from the original warranty start date of the vehicle, with no limit on the number of miles that the vehicle has been driven. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

**Model
Model Year
Build Dates**

→ **Crown Victoria and Grand Marquis
1996 - 2001
Job#1 1996 through Job last 2001**

**Town Car
1996 - 2001
Job#1 1996 through Job last 2001**

**Mustang
1997 - 2001
June 25, 1997 through Job last 2001**

**Thunderbird and Cougar
1997
July 14, 1997 through September 4, 1997**

**Explorer and Mountaineer
2002
Job#1 2002 through July 27, 2001**

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING ADDITIONAL COVERAGE

Some of the all-composite intake manifolds used on 4.6L SOHC engines may develop fatigue cracks at the coolant crossover duct which could result in external coolant leakage. Drivers may be alerted of this potential leakage by the coolant level and/or coolant temperature warning systems.

SERVICE ACTION

Repair Coverage Program 05N04:

If an intake manifold coolant leak is detected at the coolant crossover duct, the dealer will perform a one-time replacement of the intake manifold. Owners of the affected vehicles have been notified through a class action lawsuit settlement notification that additional coverage for this specific condition is being provided. The coverage will be for 7 years from the warranty start date of the vehicle. If you are not able to determine the warranty start date of a vehicle, call the Special Service Support Center for assistance. There is no mileage limitation for this program and coverage is automatically transferred to subsequent owners.

Refund Coverage Program 46B01:

This program will also provide reimbursement to customers that have paid to have the intake manifold replaced within 7 years of the warranty start date but before the date the settlement became effective, which was December 16, 2005.

The replacement and refund coverage eligibility for this program will be listed separately in OASIS as 05N04 for replacement and 46B01 for refund. Refer to Attachment I for details.

ATTACHMENTS

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information regarding how to inspect vehicles for customers that seek reimbursement without a receipt. (Refer to shop manual for intake manifold replacement instructions)

Notice of Proposed Settlement of Class Action and Settlement Fairness Hearing (This document contains the declaration page that needs to be signed by the customer and attached to repair orders that are processed for refunds without receipts)

QUESTIONS?

Special Service Support Center (Dealer Only) Questions: 1-800-325-5621

Parts Support Center (Dealer only) Questions: 1-800-207-2444

gobbletwo

Feb 22 2006, 12:18 PM

These are the documents ("I took my car back to the dealer that did the work in 2001, they inspected and verified that the manifold was replaced and had me sign the settlement docs